



Tikaram Sharma

Hotel Management Professional

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Dedicated hotel management professional seeking opportunities to leverage industry expertise and leadership skills in optimizing operational efficiency, enhancing guest experiences, and contributing to the overall success of a dynamic hospitality establishment.

WORK EXPERIENCE

Chili's Emirates International Restaurant LLC, Oman

Jan 2022 - Jan 2024

Role: Food And Beverage Server

- Welcome guests as they arrive, escort them to their tables and present menus.
- Provide recommendations and answer questions about menu items.
- Record food and beverage orders accurately, deliver orders to the kitchen and bar.
- Serve food and beverages to customers, ensure orders are accurate and properly presented.
- Address customer inquiries and concerns, ensure a positive dining experience for guests.
- Check in with customers to ensure satisfaction, suggest additional items or specials to increase sales.
- Describe and promote menu items, present bills to customers and process payments.
- Return change or process credit card payments, set and reset tables.
- Ensure the cleanliness and neatness of the dining area, assist with cleaning duties as needed.
- Communicate customer orders to the kitchen, coordinate timing of food delivery with kitchen staff.

Hotel The Lake, Pokhara, Nepal

Feb 2021 - Dec 2021

Role: Server & Cook

- Stayed informed about menu items, specials, and ingredients, be able to describe dishes accurately to customers.
- Followed food safety and hygiene regulations, maintained a clean and safe work environment.
- Collaborate with other staff members to ensure smooth operation, communicate effectively with kitchen and bar staff.
- Worked efficiently during peak hours, maintained composure and provide quality service under pressure.
- Entered orders into the POS system, processed payments and generate receipts.

Hotel The Lake, Pokhara, Nepal

Dec 2020 - Jan 2021

Role: Receptionist

- Welcomed guests as they arrive at the hotel, provided a positive first impression and create a welcoming atmosphere.
- Assisted guests with the check-in and check-out process, collected necessary information and verify reservations.
- Handle guest reservations, including bookings and cancellations.
- Ensure accuracy of reservation details, distributed room keys and provide information about hotel facilities.
- Explained hotel policies and procedures to guests, responded to guest inquiries in person, over the phone, or via email.
- Provided information about hotel services, amenities, and local attractions, processed payments for room charges and other services.
- Handled cash, credit card transactions, and maintain a balanced cash drawer.

SKILLS

Check-In and Check-Out, Reservation Management, Customer Service, Payment Process, POS Sales, Health & Safety Standards, Emergency Response, Administrative Skills, MS-Excel, Emailing

EDUCATION

Intermediate (MPC)

ACCOMPLISHMENTS

As Royals group leader within social media applications, leadership of a substantial member base was achieved, culminating in the receipt of the Best Family Group of the Year award in the 2021 Vigo Video Applications.

LANGUAGES

English, Hindi, Nepali, Telugu