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|  | Bhimraj Bhandari  F & B Attendant |  |

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| Contact Morang, Nepal  +977- 9810184325  Rajbhim99@gmail.com | Objective Dedicated and experienced professional seeking a challenging position in the hospitality industry, leveraging expertise in food and beverage management, room services, and customer service. Education**Bachelor’s in Business Studies (BBS)** *Tribhuvan University, Nepal*  **Higher Secondary School**  *Higher education Board, Nepal* Experience **F & B Captain/ Supervisor (17 Sept 2014 – 31 Dec 2018)**  *Aquarium Seafood restaurant, Yasland UAE*   * Orchestrated and supervised day-to-day F & B operations, ensuring seamless service delivery and optimal guest satisfaction. * Implemented effective training programs for staff, resulting in improved service standards and guest experience. * Developed and maintained strong relationships with suppliers, negotiating favourable terms and ensuring timely delivery of quality products. * Collaborated with the kitchen team to streamline menu offerings and optimize inventory management. * Managed reservation systems, ensuring efficient allocation of tables and timely accommodation of guest requests. * Conducted regular staff meetings to communicate updates, address concerns, and foster a positive team culture.   **Room Attendant (13 Jan 2013 – 16 July 2014)**  *Novotel Gate Accor Group, Abu Dhabi, UAE*   * Executed daily cleaning routines for guest rooms, ensuring adherence to high cleanliness and quality standards. * Collaborated with the front desk to accommodate special guest requests and preferences. * Conducted routine inspections of rooms to identify and address maintenance issues promptly. * Implemented time-efficient cleaning processes, resulting in an increase in room turnover without compromising quality. * Received commendations from guests for exceptional attention to detail and personalized service.   **F & B Attendant (18 Jun 2009 – 16 Sept 2012)**  *Intercontinental Hotel, Abu Dhabi, UAE*   * Provided attentive and personalized service to guests in the food and beverage department. * Collaborated with the culinary team to ensure accurate and timely delivery of orders. * Conducted regular training sessions for new staff, focusing on customer service, menu knowledge, and hospitality etiquette. * Assisted in the planning and execution of special events, ensuring seamless coordination and guest satisfaction. * Resolved guest concerns and complaints promptly, maintaining a high level of customer satisfaction.   **Room Attendant (23 Oct 2007 to 14 May 2009)**  *Hilton Cornice Hotel Apartments, Abu Dhabi, UAE* Certifications and Training Fire Safety Awareness HABC Level 1  Essential Food Safety Training  West Level 1 Award in Wines  HACAP Training by Adfsa |
| LanguageEnglishNepaliHindiArabicKey Skills Customer Service  Team Leadership  Food and Beverage Management  Room Services  Communication  Time Management |
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