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|  | Bhimraj Bhandari F & B Attendant |  |

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| Contact Morang, Nepal+977- 9810184325Rajbhim99@gmail.com | ObjectiveDedicated 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 TrainingFire Safety Awareness HABC Level 1Essential Food Safety TrainingWest Level 1 Award in WinesHACAP Training by Adfsa |
| LanguageEnglishNepaliHindiArabic Key SkillsCustomer ServiceTeam LeadershipFood and Beverage ManagementRoom ServicesCommunicationTime Management |
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