



Govinda Puri

Bhaktapur chagunarayan chhaling 05
+9779841585374 | purigovinda9923@gmail.com

Objective

seek challenging opportunities where I can fully use my skills for the success of the organization. I want to succeed in a stimulating and challenging environment that will provide me with advancement opportunities. I want to excel in this field with hard work, perseverance and dedication.

Experience

- **YAK & YETI HOTEL, KATHMANDU NEPAL** 2010 FEB 5 - 2013 DEC 26
BELL MAN

: A Bellman's main duty is carrying luggage for the guests as they come to or leave the hotel. We should also attend the main entrance door and welcome/farewell guests, arrange and manage transfers, help guests with directions and perform as the first and last impression for them.

Greet guests upon arrival and escort them to their designated room
Load and unload luggage onto carts and transport them to and from guest rooms
Assist guests with check-in and check-out procedures
Provide guests with information about the hotel services and amenities
Answer guest inquiries and address their concerns in a timely and professional manner
Assist guests with luggage storage and retrieval
Assist guests with transportation needs and provide directions to local attractions
Ensure the lobby and other public areas are clean and organized

Greeting guests

Bellmen welcome guests at the hotel's main entrance and make them feel welcome. They should recognize returning guests and VIPs.

Assisting with check-in and check-out

Bellmen help guests with the check-in and check-out processes. They may also store luggage if a guest's room isn't ready or if they need to check out before their room is ready.

Escorting guests

Bellmen escort guests to their rooms after check-in.
Providing information

Bellmen can provide guests with directions and information about local attractions.

Maintaining cleanliness

Bellmen keep the lobby and entrance areas clean and orderly. They may also maintain designated stations in the lobby.

Driving hotel vehicles

Bellmen may drive hotel vehicles for guests or on scheduled runs.

Communicating with other departments

Bellmen may communicate with other hotel departments, such as the front desk, concierge, and housekeeping.

Training bell staff

Bellmen may train bell staff on customer service standards, safety procedures, and other topics.

- **ENOC ZOOM convenience store DUBAI**

2015 march 24 - 2018 may17

customer service / cashier

greeting customers, packaging items, collecting payments, counting money, handling customer complaints, and keeping the working area clean and organized.

Resolving complaints

Advise on company information

Take ownership of customer issues

Generate sales leads

Providing customer support

Communicating with customers through various channels

Processing billing

Answering questions

Assisting customers with refunds or cancellations

Calculate charges

Information services representatives

Maintaining solid customer relationships

Referring customers to superiors when necessary

Respond to enquiries and emergencies

Take payments

Advising and serving customers

Analyzing and reporting product malfunctions

Canceling product orders

Ensuring complete customer satisfaction

Ensuring that sales targets are met

Feedback collection

Handling customer returns

Handling service issues

Order services

- **NEPAL MEAT HOUSE**

2019 JAN 5 -

MEAT CUTTING (BUTCHER)

A butcher's job duties includes cutting, trimming, and preparing meat for sale, as well as maintaining inventory and ensuring food safety:

Cutting and trimming

Butchers use knives, grinders, and meat saws to cut meat into steaks, chops, roasts, and other cuts.

They may also remove bones and dice or mince meat.

Preparing for sale

Butchers weigh, wrap, and display meat. They may also create recipes for new products, like burgers or sausages.

Customer service

Butchers may serve customers directly, answering questions about meat and preparing special cuts.

They may also advise customers on how to cook and store meat safely.

Inventory and ordering

Butchers track inventory and sales to determine what to stock and order. They may also monitor stock levels and place orders.

Food safety

Butchers follow sanitation standards and keep their work areas clean. They also store meat in accordance with health and safety legislation.

Maintenance

Butchers sharpen knives and perform maintenance on cutters and other equipment.

Records

Butchers maintain business records and budgets. They may also keep records for federal safety and inspection purposes.

Butchers may work in shops or slaughterhouses, and their duties may vary from employer to employer. Some butchers work early mornings, late evenings, weekends, and holidays.

Education

- **Tribhuvan university**

2009

education

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Skills

- communication Good Customer service Creativity. ... Leadership. ... Teamwork. ... Driving Time management. ... Organization. ... Attention to detail. ... Adaptability. Programming skills Critical thinking active listening Social Media Marketing Creative thinking Bookkeeping Work ethic Spoken languages Collaboration

Projects

- **Helping hands Nepal**

providing food ;cloth ,education health and shelter for orphaned .

Achievements & Awards

- 6 times gets 🌟star of the months

Interests

- Photography Foreign language Video game Music Reading Drawing Painting Playing an instrument Writing Art Woodworking Artistic interests for a resume Baking Creative activities Dance Sewing Community involvement Volunteering Travel Sports Blogging Individual sports Yoga # Writing or blogging

Languages

- English , Arabic , Japaneas , Hindi

Additional Information

Passport details:

Passport number : PA2420617

Date of Issue: : 05 Feb 2024

Date of expiry: : 04 Feb 2034

Place of Issue: :mofa department of Passport

Gaurav

