



Ananta paudel

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Hetauda Nepal

Websites, Portfolios, Profiles

- <https://www.facebook.com/ananta.paudel.3990?mibextid=LQQJ4d>
- Check out WhatsApp Business, I use it to connect with my customers. Get it for free at <https://what>

Professional Summary

Skills

- Language Proficiency: English, Nepali, and possibly a third language (e.g., Hindi or Mandarin for international tourists).
- Computer Skills: Familiar with booking systems and payment software.
- Communication: Excellent verbal and written communication skills.
- Problem-Solving: Able to handle guest concerns and offer

Work History

12/2021 - Current

Waiter

Nirmal Hotel View, Nuwakot, nepal

- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest.
- Reduced order errors by double-checking tickets before sending them to the kitchen staff for preparation.
- Managed high volume of customers during peak hours, maintaining prompt and efficient service.
- Maintained order efficiency and accuracy through clear communication with kitchen staff, earning numerous recommendations from satisfied customers.
- Inspected dishes and utensils for cleanliness.
- Collected payment for food and drinks served, balanced cash receipts and maintained accurate cash drawer.
- Supervised dining table set-up to prepare for diversity of event types, following strict service standards.
- Folded napkins and prepared silverware sets to provide adequate supply for host station.
- Quickly reset and cleaned up tables after customers left to enable speedy turnaround and guest flow.
- Demonstrated extensive menu knowledge, enabling personalized recommendations for guests based on preferences or dietary restrictions.

07/2019 - 10/2020

Hotel Receptionist

Hotel Everest View, Kathmandu, Nepal

1. Guest Check-In and Check-Out:

- Welcome guests warmly upon arrival.
- Verify reservations, assist with registration, and assign rooms.
- Provide information about room features and hotel amenities.
- Manage check-out, including processing payments and ensuring guest satisfaction.

2. Customer Service:

- Offer information about local tourist spots, transportation options, and nearby restaurants.
- Handle special requests, such as arranging tours or providing directions.
- Address any complaints or concerns and work to resolve issues.

3. Telephone and Communication:

- Answer phone calls promptly and professionally.
- Transfer calls to appropriate departments or individuals.
- Respond to email inquiries regarding bookings, pricing, or services.

4. Administrative Duties:

- Maintain records of bookings, cancellations, and guest preferences.
- Update the room status in the hotel's system.
- Coordinate with housekeeping and maintenance to ensure rooms are ready for guests.

5. Payment and Billing:

- Process room payments, including cash and card transactions.
- Handle deposits and refunds when necessary.
- Provide accurate billing statements to guests.

Education

06/2016 bachelor of education , Education, **Nirmal multiple campus**, Hetauda, makwanpur, nepal