



hamalrajan88@gmail.com



0502399781



Dubai, United Arab Emirates



11/07/1999



Nepal

EDUCATION

SLC passed
Shree Jana higher secondary school, Surkhet nepal, Nepal,
April 2016

LANGUAGES

Nepali: Native

English:  CI
Advanced

RAJAN HAMAL

PROFESSIONAL SUMMARY

Motivated service worker with exceptional social skills, communication abilities and customer service background. Dedicated to following health and safety guidelines and handling food items properly. Pursues every opportunity to support team members and proactively address issues. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

SKILLS

- Food preparation and safety
- Beverage preparation
- New staff training
- Quick learner
- Teamwork and collaboration
- Speedy and efficient
- Active listening
- Strong communication
- Point of sale knowledge
- Up-selling
- Food preparation
- Just In Time stock control
- Sales expertise
- Espresso machine operation
- Cooperative team player

WORK HISTORY

January 2023 - Current

Intercat-Cateriya Catering & Hospitality Services - Barista, Dubai, United Arab Emirates

- Built and nurtured customer loyalty by remembering personal preferences.
- Fulfilled personalised orders with speciality milk options, meeting strict dietary requirements.
- Managed peak cafe hours effectively, creating and delivering drinks swiftly to maintain efficient service.
- Thoroughly cleaned and maintained coffee machines, reducing faults and issues for smooth, efficient service.
- Maintained and operated espresso machines, blenders and commercial coffee brewers.
- Cleaned and sanitised coffee and food preparation areas, maintaining impeccable hygiene standards.
- Used excellent memorisation skills to maintain extensive drinks menu, ingredients and recipe knowledge.

January 2020 - November 2020

First security group - Housekeeping Cleaner, Dubai, United Arab Emirates

- Swept, mopped, waxed and polished floors, delivering pristine finish.
- Vacuumed and steamed carpets, curtains and upholstered furniture.
- Maintained flexible working patterns to best suit evolving customer needs.
- Maintained strong levels of client trust through honest communication and delivery of impeccable finish.
- Utilised expertise in deep-cleaning techniques, ensuring spotless results for ultimate client satisfaction.

June 2020 - October 2020

Al maskan supermarket - Cashier and sales assistant, Dubai, UAE

- Accepted and processed cash, cheque, card and mobile payments using POS systems.
- Provided service with a smile, offering courteous, helpful advice to best meet customer needs.
- Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases.
- Assisted customers with signing up for store loyalty programmes and provided details about key benefits.

February 2017 - December 2019

Hotel gauri - Waiter, Kathmandu, Nepal

- Cleaned, sanitised and organised food storage racks and bins, maintaining exceptional hygiene standards.
- Calculated charges, issued bills and collected payments, processing accurately to avoid till discrepancies.
- Kept guest tables neat and tidy by regularly clearing away dirty dishes and used glasses and wiping down surfaces.
- Resolved guest complaints promptly and professionally, notifying restaurant management of concerns.
- Served high volumes of guests in fast-paced service environments with exceptional customer care.
- Regularly communicated with kitchen and bar staff to maintain smooth front of house operations, minimising potential service delays.