**SHIVA KUMAR THAPA**

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**00973-36929709**

**Manama, Bahrain**

**CAREER OBJECTIVE:**

Seeking a deserving career in the hospitality sector, where I can deliver my experience and innovative hospitality skills, maintaining the integrity and work ethics of the working environment, maintaining the satisfaction of the guest and maintaining the profitability of the organization.

**EXPERIENCES:**

**Four Seasons Hotel, Bahrain Bay**

***Private Bar Attendant Oct 2019-June 2020***

**Private Bar attendant Job Description:**

* Refills and cleans all hotel private bars. Ensures private bar items are placed unopened and not expired.
* Ensures accurate charges to the guest if they have consumed anything.
* Cleans and organizes private bar stock room and rotates stock. Reports any stock shortages to supervisor. Cleans, organizes, and stocks private bar cart for service.
* Maintains all inventories of needed supplies. .
* Responds to customer needs, issues, comments, and problems to ensure a quality experience and enhancement of future sales while reporting all communications to immediate shift supervisor.
* Takes ownership within reason of any special guest request or guest complaints and if needed refer to manager on duty.
* Maintain and complete assigned floors and rooms requesting Mini-Bar service.

**Intercontinental Regency Hotel, Bahrain**

***Minibar Attendant / Jan 2019-Sept 2019***

**Minibar attendant Job Description:**

* Authorized to enter in all guest rooms on Minibar at any given point of time.
* Ensures accurate charges to the guest if they have consumed anything.
* Stock and replace missing items, inspect, move and clean the mini-bars following departmental procedures and policies.
* Responsible for maintaining the Minibar Pantry in terms of par stock, stacking, and cleanliness.
* Ensure products in Mini-Bar are not expired and take the proper procedure to remove those products as necessary.
* Raise store requisition and obtain stock from the warehouse and store in the assigned storerooms.
* Maintain and complete assigned floors and rooms requesting Mini-Bar service.
* Maintain the highest level of guest service and display professionalism at all times.
* Communicate effectively with Supervisor any issues and/or concerns.
* Report all mini-bar concerns to management including any guest issues.

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**Bonchon, Bahrain**

***Restaurant supervisor / Feb 2015 – Jan 2019***

Bonchon is a Korean Fine-dining restaurant which serves authentic Korean cuisine.

**Job Description:**

* Resolved challenging customer complaints to full satisfaction, promoting brand loyalty and maximizing repeat business.
* Assisted the restaurant manager in increasing revenue and profitability of the business.
* In the absence of the Restaurant Manager carried out the daily operation of the Restaurant ensuring effective communication of all required standards and procedures to all Emeralds employees.
* Updated the Micros POS system with menu items.
* Handled Menu engineering, menu designing and menu item costing.
* Assisted the restaurant manager to forecast marketing plans for sales.
* Reported daily, weekly, monthly and yearly sales reports as well as providing an analytical report regarding the sales.
* Supervised and participated in dining area cleaning activities.
* Observed and evaluate subordinates work procedures to ensure quality standards and service, and complete disciplinary write-ups.
* Controlled inventories of food, equipment, small ware, and report shortages to designated personnel.
* Developed equipment maintenance schedules and arranged for repairs.
* Effectively scheduled and allocated assigned team in alignment with operational and customer needs.
* Greeted and interacted extensively with customers, promoting specials and providing details regarding key product offerings.
* Coordinated team members with focus on productivity, efficiency, and enhancing customer experience.
* Coordinated promotion of special menu items, motivating wait staff to increase sale of new specials and bundles.
* Monitored performance to ensure adherence to corporate policies, procedures, and standards as well as industry health and safety regulations.
* Supervised efforts of teams within 150 guest capacity restaurant, ensuring timely and quality servicing of guests.
* Monitored, evaluated and audited food and beverage services to maintain high levels of patron satisfaction.
* Maintained impressive 100% accuracy of financial transactions, overseeing error-free processing of cash, check, and credit card transactions.
* Organized implementation of new banners, displays, and menus.
* Monitored staff performance, enforcing adherence to policies, procedures, regulations, health codes, license requirements, and top service standards.
* Effectively scheduled and distributed work assignments in alignment with operational and customer needs.

**Hotel Mutiyara Johor Bahru, Malaysia**

**On The Job Training (OJT)**

***6 months on the job training (OJT) on the hotel (F&B service and Front Office), Hotel Mutiara Johor Bahru, Johor Bahru Malaysia /April 29, 2013, to October 28, 2013****.*

**ACHIEVEMENT:**

* Appreciation certificate on best service at Hotel Mutiara Johor Bahru, Johor Malaysia.
* Appreciation certificate on excellent service on the New Year eve party 2010 at Hotel Grand, Nepal.

**SKILLS & TRAINING:**

* **3 months advance cooking training on multi-cuisine** from Oriental Hospitality and tourism training center, Nepal.
* **Flair Bartending for 2 months** from ‘A la carte’, New Baneshowor, Surya Bikram Gawali Marga, Kathmandu, Nepal.
* **Capable to operate micros POS system version micros res9700.**
* Advance skills of Minibar operation, Beverage Bar and restaurant operation Management.
* Advance skills of Menu engineering, menu designing and menu item costing.
* Advance skills of Accounting, Receiving & Purchasing terms and Techniques.
* Basic knowledge of food production & patisserie.
* Advance skills of MS Word, MS PowerPoint & Other basic programs.

**ACADEMIC QUALIFICATION:**

**Bachelor of Hotel Management 2013**

*White House College, Purbanchal University/ Kathmandu, Nepal*

**Intermediate of Hotel Management 2008**

*Hetauda School of Management College, Nepal*

**PERSONAL DATA**

Date of Birth: 26 March 1991

Nationality: Nepali

Sex**:** Male

Religious**:** Hindu

Passport No**:** 06155805

Marital status**:** Married

**REFERENCES:**

* *Ms. Soh Yoke Pey, Human Resource Manager, Hotel Mutiara Johor Bahru, Johor Bahru Malaysia. Contact:**+607-332**3800, 33240000, Fax: 607-3318884.*
* *Ms. Michelle Ong, CEO, Bonchon Restaurant, Bahrain. Contact: +97337738806, +973-37738812.*

 *Mr. Jae Hak Lee, Director of Food & Beverage, Intercontinental Regency Hotel, Bahrain. Contact: +973-17227777*

* *Mr. Dipankar Mukhia, IRD Manager, Four Seasons Hotel, Bahrain Bay. Contact: +973-17115000.*