

# NIKKI KHADGI

Kathmandu, Nepal

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## EDUCATION

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### SILVER MOUNTAIN SCHOOL of HOTEL MANAGEMENT

*Bachelor of Arts in International Hospitality and Tourism Management*  
(Affiliation with Queen Margaret University, UK)

Kathmandu, Nepal

2023

### CAMPION KATHMANDU HIGHER SECONDARY SCHOOL

*Intermediate Degree*

Naxal, Nepal

2012

### GYANKUNJ HIGHER SECONDARY SCHOOL

*School Leaving Certificate*

Ravibhawan, Nepal

2010

## EXPERIENCE

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### ALLEY'S CAFÉ

*Skills gained (communication skills, teamwork)*

Basantapur, Nepal

Feb 2023- Aug 2023

- Assisted in creating warm and welcoming environment for guests
- Ensured that guests are seated and provided with food and beverage menu promptly and as appropriate
- Ensured that all guests requests and queries are responded promptly and effectively
- Placed food and beverage orders and made sure that orders are communicated to the kitchen and bar accurately
- Dealt with guests complaints in a friendly and efficient manner as well as ensured guest satisfaction at all times along with reporting complaints and comments to management

### SILVER MOUNTAIN SCHOOL OF HOTEL MANAGEMENT

*Skills gained (communication skills, teamwork, leadership skills)*

Lainchaur, Nepal

Dec 2018- Jun 2023

- Gained knowledge about different types of cuttings, cooking methods and prepared Indian and Continental cuisines in culinary practical sessions
- Learned fine dining table setup, standard serving procedure and served more than 30 guests in Food and Beverage Service practical sessions
- Learned about different types of cleaning equipment and cleaned public areas, guest rooms in Housekeeping practical session
- Gained knowledge on proper procedure for guests accepting reservation, check-in and check-out in Front Office practical session

### DUBAI GOLF (EMIRATES GOLF CLUB)

*Skills gained (communication skills, teamwork, and problem solving skills)*

Dubai, UAE

May 2022- Nov 2022

- Worked in Carine, a French Mediterranean Restaurant as a trainee
- Gained knowledge about front desk procedure for a fine dining restaurant
- Maintained a clean and organized work area to ensure customer satisfaction
- Greeted guests upon their arrival and departure
- Escorted guests to assigned dining or bar areas
- Provided accurate wait times and monitored waiting lists

- Coordinated with team about available seating options

## **DUBAI GOLF (JUMERIAH GOLF ESTATES)**

**Dubai, UAE**

*Skills gained (communication skills, teamwork)*

*Nov 2020 - May 2021*

- Worked in pool bar and sports bar as a trainee
- Gained knowledge about food and standard serving procedure
- Gained knowledge on handling guest's complaint
- Communicated with management, bartenders, and colleagues to fulfill and address any issues or needs requested by guests

## **UNIVERSITE DEL CAFE**

**Lainchaur, Kathmandu**

*Illy*

*2019*

- Learned about basic skills of brewing coffee along with machine cleaning procedure
- Prepared different types of coffee

## **WOMEN SELF-RELIANCE AND EMPOWERMENT CENTER**

**Kritipur, Kathmandu**

*Basic Beautician Course*

*Feb 2016- Mar 2016*

- Acquired knowledge of beauty products
- Learned multiple makeup techniques
- Ensured compliance with highest sanitation standards
- Learned guidelines on how to take care of customer's skin and hair

## **AIR HOSTESS TRAINING INSTITUTE**

**New Baneshwor, Kathmandu**

*Skills gained (communication skills, problem solving skills)*

*Mar 2015 – Jul 2015*

- Learned about types of aircraft and basic knowledge about aircraft
- Gained knowledge on assisting and instructing passengers a safety briefing during flight

## **LIMN ENGINEERING AFFAIRS & DEVELOPERS PVT. LTD**

**Putalisadak, Kathmandu**

*Skills gained (multitasking skills, problem solving)*

*Apr 2014- Oct 2014*

- Answered and redirected calls and messages
- Received letters, packages etc. and distributed them
- Monitored office supplies and placed orders when required
- Learned about office machines such as printer, fax etc.
- Updated records and files

## **TELEPHONE ENQUIRY SERVICE 197**

**Sundhara, Kathmandu**

*Skills gained (communication skills, time management skills)*

*Jun 2013- Feb 2014*

- Checked, sorted and forwarded emails
- Assisted more than 30 customers in a day by answering question
- Addressed and handled customer's complaints

## **HOTEL ROYAL SINGI**

**Lal Durbar, Kathmandu**

*Skills Gained (communication skills, teamwork)*

*Sep 2012- Apr 2013*

- Greeted and assisted guests with check-in and check-out
- Answered and forwarded phone calls
- Assisted with administrative and clerical tasks as needed
- Managed guests bookings and reservations

## ADDITIONAL INFORMATION

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**Leadership:** Class Representative (1<sup>st</sup> Semester), Youth Leadership Training  
**Languages:** Nepali (Native), English (Fluent), French (Basic) and Deutsch (Basic)  
**Interests :** Learning new skills, travelling, meeting new people and communicating