

NIKKI KHADGI

Kathmandu, Nepal

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EDUCATION

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

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 guest 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 guest 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)

Skills gained (communication skills, teamwork)

Dubai, UAE

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

Illy

Lainchaur, Kathmandu

2019

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

WOMEN SELF-RELIANCE AND EMPOWERMENT CENTER

Basic Beautician Course

Kritipur, Kathmandu

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

Skills gained (communication skills, problem solving skills)

New Baneshwor, Kathmandu

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

Skills gained (multitasking skills, problem solving)

Putalisadak, Kathmandu

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

Skills gained (communication skills, time management skills)

Sundhara, Kathmandu

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

Skills Gained (communication skills, teamwork)

Lal Durbar, Kathmandu

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

Leadership: Class Representative (1st Semester), Youth Leadership Training

Languages: Nepali (Native), English (Fluent), French (Basic) and Deutsch (Basic)

Interests : Learning new skills, travelling, meeting new people and communicating