



GANESH THAPA

Food and Beverage Service Associate

Dedicated Food and Beverage Service Associate with 1.4 years of experience across bars, fine dining, specialty restaurants, banquets, and in-room dining. Proven in order management, menu expertise, and delivering exceptional customer service. Skilled in issue resolution, ensuring a seamless dining experience. Strong team manager with experience in banquet operations.

Contact



+91-6395137372



gt2081450@gmail.com



29-Oct-1999



PO bilona, kalauta, Bageshwar
(Uttarakhand)

Education

● Bachelor Of Hospitality Management

Amrapali Institute of Hotel Management
2018-2022

● Intermediate

CBSE Board
2018

Skills

- Exceptional customer service
- Menu Knowledge
- Order processing
- Issue resolution
- Team management
- Banquet operations
- In-room dining
- Payment processing
- Interpersonal communication

Experience

● Food and Beverage Service Associate

Oberoi Trident, Gurugram

22-Aug-2022 to Currently Working

- Took food and beverage orders with precision, ensuring accurate delivery.
- Demonstrated extensive menu knowledge to guide customers and enhance their dining experience.
- Provided excellent customer service, ensuring customer satisfaction and repeat business.
- Resolved and handled customer issues promptly and professionally.
- Utilized micros for order processing and payment collection.
- Worked across various outlets, including bars, fine dining, specialty restaurants, banquets, and in-room dining.
- Successfully managed teams and took on the responsibility of banquet operations.

● Guest Service Associate

Hyatt Regency, Gurugram

01-May-2022 to 25-July-2022

- Managed food and beverage orders, ensuring accuracy and timeliness.
- Delivered exceptional customer service in a coffee shop and in-room dining setting.
- Demonstrated menu knowledge, providing recommendations to enhance the customer experience.
- Took responsibility for event operations, including setup and seamless event execution.

Training

● Industrial Exposure Training

Hyderabad Marriott Hotel and Convention Center

13-Jan-2020 to 17-Mar-2020

Strength

- Hard working
- Adaptability
- Team working Skills
- Patient& calm nature
- Listening skills
- Fast Learner

Hobbies

- Listen Music
- Travelling
- Playing sports games

Achievement

- Best Associate of the Month
Oberoi Trident, Gurugram

I hereby declare that the above information is true to the best of my knowledge.

Date:

(Ganesh Thapa)