



# 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)**