# Shandip Basnet

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## PERSONAL STATEMENT

A self-motivated individual with a positive approach and the ability to lead and motivate others whilst delivering effective business results. Shandip has a track record of achieving targets in all areas of hospitality, including guest satisfaction, reward enrolment and much more. He can implement and maintain the highest standards of hotel service, and deliver an unforgettable guest service. Possessing superb commercial acumen, he is more than able to grow revenues and maximize the financial performance of any hotel department. Right now he is looking for an exciting opportunity within an establishment that is committed to personal and career development.

## AREAS OF EXPERTISE

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| **Hospitality:** | * Able to work effectively under time and resource constraints. * Can prioritize and handle multiple tasks while meeting established deadlines. * Ability to manage the planning and preparation of capital and operating budgets. * Developing added-value customer service programs. * Extensive experience of working in a face to face customer service environment. * Supervising the night receptionist and front desk staff. * Able to take responsibility in emergency situations. * Courteous and always focused on providing a consistently high standard of customer service. * Ensuring that proper evacuation procedures are in place in case of an emergency situation arising. * Coordinating any renovation or rebuilding work, and ensuring it is cost effective. * Maintaining correct staffing levels in line with busy periods and holiday leave. * Providing reports, as required, for senior hotel management. |
| **Personal** | * Consistently striving for continuous improvement whilst ensuring a high level of professionalism. * Can work collaboratively and communicate effectively with team members at all levels. * Treating all hotel staff fairly, consistently and without prejudice. * Possessing an enthusiastic management style that keeps all staff engaged. * Logical, passionate and determined when approaching problems. |
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## CAREER HISTORY

1. **Day Staff House Leader**

Choram Hurst Hotel

Bournemouth, Dorset, United Kingdom

March 2010 to February 2011

Responsibilities:

* Responsible for managing the hotel on a day to day basis and for making sure that it meets or exceeds guest expectations. Also in charge of working closely with all departmental heads to ensure the smooth operation of the hotel at all levels.
* Ensuring that all hotel departments are profitable.
* Driving the sales culture in the hotel through active involvement in the sales process.
* Maintaining a positive, cooperative work environment between hotel staff and management.
* Making sure that there is a lobby presence at all times with staff greeting and meeting with guests.

1. **Night Porter**

East Cliff Hotel

Bournemouth, Dorset, United Kingdom

April 2010 to April 2011

Responsibilities:

* Carrying out daily inspections of the Front of House, Back Office areas and guest rooms.
* Overseeing wedding functions, banquets and parties.
* Safeguarding the health and safety of all guests whilst they are at the hotel.
* Ensuring the smooth check in and out of guests.
* Always looking to expand the hotel’s revenue stream, whilst maintaining & developing its core business base.
* Undertaking meeting with suppliers and negotiating prices with them.  Diagnosing, maintaining, and repairing all mechanical and technical equipment within the hotel.

1. **Kitchen Senior Staff**

Maurice and Viovien Wolf Campus (Jewish Care)

Gplders Green, London

June 2011 to February 2013

Responsibilities:

* Coordinating with all the kitchen staffs and with the management as well, for food production and weekly menus.
* Safe guarding the health and safety of all in house guests whilst they are at the hotel.
* Monitoring all the kitchens and the store about the food stuffs in the stocks with maintaining high margin of health and safety.
* Conducting a class of HACCP (Hazard Analysis Critical Control Point) including all courses like food safety management, health and safety, fire exit courses in NVQ levels.
* Having a group discussion with the in house guests, with their families and with the management about the quality of food service and menu for their upcoming festivals.

1. **Front Office Operator**

Hotel Everest

Kathmandu

2006

Responsibilities:

* A term semester course from Nepal Academy of Travel and Tourism Hotel Management and worked as a Front office operator for six months.

## ACADEMIC QUALIFICATIONS

1. Degree of Arts in Hospitality Travel Tourism Management

Plymouth University

2009 - 2012

1. Bachelors in Arts in Major English and Economics

Janamaitri Multiple Campus

2004 - 2007

1. Kathmandu Multiple Campus

Intermediate in Arts

2002 - 2004

1. Kuleshwor Madhyamik Vidhyalaya

School Leaving Certificate (SLC)

2001

## TRAINING

1. A semester course of Front Office Operation training from Nepal Academy of Travel Tourism and Hospitality Management (NATTHM) and six months operation internship in hotel Everest in 2005.
2. A six months course of Kitchen training and Industrial training from Soaltee Hotel (15/06/2012 to 13/02/2014).

## HOBBIES & INTERESTS

1. Playing cricket and organizing events in different college, clubs and corporate level and also worked as an event coordinator.
2. Travelling the different places inside Nepal and aboard as well.
3. Worked as volunteer for numbers of NGO and clubs for health and blood donation camp.

## REFERENCES

1. Dr. Shree Ram Poudel

Advisor of Ministry of Finance

Mo. 9741146631

1. Bishnu Bahadur Thapa

Ex. Joint Secretary

Ministry of Water Resources

Mo. 9851110054