To whom it may concern;

I am keen to apply for a vacant position that suits my background.

Currently, I am pursuing a Diploma in Nursing from the University of Wollongong. I will be completing my first semester this December. During my time at the University, I have acquired essential knowledge such as care of duty for a patient and understanding a patient's needs and wants.

About myself, I have more than 10 years of working experience in the customer service industry (hospitality, tourism & and retail) and have profound theory & and practical knowledge.

I was born and raised in Singapore and lived there for more than 16 years. To pursue my love for hospitality, I travelled to Switzerland in 2011 and completed my Diploma in Hotel and Restaurant Management from a small town, Schaffhausen. In 2014, I packed my bags and flew to Australia to pursue a higher degree from Le Cordon Bleu, Sydney and graduated with a Bachelor's in International Hotel Management degree, in 2017.

I am an adventurous person, who loves to travel and continuously seek new challenges and opportunities. My family comes from a long line of soldier/policeman background and with their influence, I have been trained to be physically & and mentally fit. I love all kinds of sports and enjoy playing them, I am a football fanatic (soccer). During my primary and secondary school days, I represented my school football team. I was also appointed to be the vice-captain of the team.

In my free time, I devote my time to my beautiful partner, watching football highlights, cooking for the family or exercising in the gym.

I am available to work during weekends and public holidays too. For me, working long hours has never been an issue.

I have attached my resume for your reference and would love to have a chat with you shortly.

Thank you

Regards

Nabin Thapa



# 

Personal Information

### **+61 431679136**

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Unit 6, 1A Oxford Street, Mittagong, NSW, 2575

Seeking for causal/part-time position. Availability: Immediately, Thursday to Sunday.

Employment History

### Peppers Manor House, Moss Vale

Dec 2021 – July 2023

# Assistant Restaurant Manager – Full-time Responsible for;

- Organise & control the operations in conference, bar & restaurant.
- Assisting and guiding the team with day-to-day operations.
- Ensuring team members are up to date on promotions/special events.
- Leading & developing team members with service trainings and on-going developments.
- Liaising with guest's dietary/feedback to back-of-house staff.
- Ensuring Covid-19 protocols are being followed.
- Managing conferences/weddings.
- Assisting in reservation & bookings through Residiary.
- Opening & closing the outlets, alongside with cash reconciliations.
- Planning & creating menus, food pricing in consultation with chef and management.
- Rostering.
- Hiring new employees.
- Approving employee's time sheet on Preceda.
- Working closely with the suppliers.
- Using Enterprise Management Console (EMC) portals, for back-office reports and amending the POS(Micros) system.

### Bendooley Estate, Bowral

Oct 2021 – Dec 2021

## Wedding Manager – Full-time Responsible for;

- Managing wedding events.
- Organise & control the operations in two outlets: book barn and cellar door.

- Working hands-on alongside the team. Assisting and guiding the team with day-to-day operations.
- Ensuring team members are up to date on promotions/special events.
- Leading & developing team members with service trainings and on-going developments.
- Liaising with guest's dietary/feedback to back-of-house staff.
- Ensuring Covid-19 protocols are being followed in the premises.
- Assisting in reservation & bookings through OpenTable.
- Opening & closing the outlets, alongside with cash reconciliations.

Reason for leaving: Better opportunity in Peppers Manor House.

### Pullman Sydney Airport, Sydney

Dec 2017 – Aug 2020

# Assistant Restaurant Manager – Full-time Responsible for;

- Organise and control operations in three outlets: restaurant, bar, and room service.
- Analysing customers' feedback and proactively managing and resolving guest complaints/issues.
- Develop & analyse policies with higher management to enhance customer's satisfaction and service provided.
- Leading & developing team members with service trainings and on-going developments.
- Working hands-on alongside the with team. Assisting and guiding the team with day-to-day operations.
- Ensuring team members are up to date on promotions/special events.
- Managing conferences/events/special functions.
- Liaising with guest's dietary/feedback to back-of-house staff.
- Using Time Target to amend/approve staff hours.
- Assisting in reservation & bookings through Resdiary.
- Using Enterprise Information & Enterprise Management Console portals, for back-office reports and amending the POS(Micros) system.
- W.H.S community member.
- Ensuring W.H.S is being followed by team members.
- Ensuring Covid-19 protocols are being followed in the premises.
- Opening & closing all F&B outlets, alongside with cash reconciliations.
- CPR First Aid Certified.
- Barista/Bartending.
- COVID Marshall.

Reason for leaving: Relocated to NSW Regional for visa opportunities.

### Quality Hotel, Sydney

Restaurant & Bar Assistant Manager – Part-time Responsible for;

- Organise & control the operation in the restaurant/bar.
- Manage, motivate staff and delegate task to staff
- Delegating task to employees.
- Rostering.
- Hiring potential employees.
- Ensuring W.H.S is being followed by team members.
- Handling guest complaints/issues.
- Cashing up.
- Writing daily report.
- Overseeing the organisation.
- Prepare stock-take report.
- Ordering from suppliers.

Reason for leaving: Received greater opportunity in Pullman Sydney Airport

July 2017- Dec 2017

### Supamart Tramshed (IGA), Sydney

# Customer Service (Cashier, Deli & Diary Department) – Causal Responsible for;

- Ensuring stocks and shelves are replenished.
- Ensuring displays, products and service comply with company's standards.
- Following all food and safety & sanitation procedures established by the company.
- Ensuring FIFO is being followed.
- Ordering stocks.
- Assisting customers at checkouts.
- Training employees.
- Working closely with the department managers.

#### Reason for leaving: No full-time position was available.

### Bitton Oatley, Sydney

April 2017- July 2017

### Restaurant Supervisor – Part-time Responsible for;

- Opening and closing the restaurant.
- Training employees.
- Delegating task to employees.
- Rectifying customers' complaints and issues.
- Cashing up.
- Writing daily report.
- Overseeing the organisation.
- Stock-take.

Reason for leaving: No full-time position was available.

### Misschu/Saigon Lane, Sydney

### Restaurant Supervisor – Part-time Responsible for;

- Opening & closing the restaurant.
- Training employees.
- Overseeing the organisation.
- Delegating task to employees.
- Rostering.
- Cashing up.
- Writing/sending daily report to the management.
- Ensure food quality & service standards are maintained.
- Stock check & ordering with suppliers.
- Rectifying customers' complaints and issues.
- Work closely with the manager.

Reason for leaving: Explore new opportunities and challenges.

### Sheraton on the Park, The Gallery Lounge, Sydney

Barista (All Rounder) – Part-time Responsible for;

April 2016 - April 2017

Nov 2015 – April 2016

April 2017- July 2017

- Providing customer satisfaction. -
- Taking food orders.
- Making beverages (coffee, tea, alcohol mixtures and cocktails).
- Ensuring customers' needs are provided.
- Preparing high-tea stands.

Reason for leaving: Finished with six-month Industry placement.

### Hilton Sydney, Glass Brasserie (Fine-dining, One Hat Restaurant), Sydney

June 2014 - June 2016

#### **Team leader – Part-time** Responsible for;

- Handling guest issues/complaints.
- Training new employees.
- Expeditor; working on the pass. -
- Hosting and taking reservation.
- Ensure food quality & service standards are maintained. \_
- Work closely with the supervisors/manager.
- Making alcoholic mixtures & cocktails.
- Barista.
- Stock taking.
- Assisting section waiters and providing food information to the guest.

Reasons for leaving: Explore new opportunities and challenges.

#### M-Fashionista, Kathmandu

**Retail Sales Assistant – Full-time** Responsible for;

Sept 2013 - June 2014

- Handling POS cash registers.
- Promoting brand awareness.
- -Handling customer inquiries with brand related questions.
- Development of inter-personal and team player skills by working with co-workers to help drive sales.
- Supervise & train new employees. \_
- Working closely with manager. \_

Reason for Leaving: Leaving for further studies in Australia.

### Hotel Baslertor (3 Star) & **Rosli Guest House, Switzerland**

#### Customer Service (Team Leader) - Full time Responsible for;

- Receptionist. \_
- \_ Training new employees.
- Ensure employees follow W.H.S protocol.
- Handling guest issues/complaints.
- Barista.
- Bartending.
- Working closely with the manager.

Reason for Leaving: Completed studies in Switzerland.

Oct 2011 - Sept 2013



### Le Cordon Bleu, Australia

Bachelor of business; International Hotel Management

#### **International Center for Meeting and Event Management, Switzerland** Diploma in Business; Hotel & Restaurant Management

June 2014 - June 2017

Oct 2011 - Sept 2013



PC Skills: Proficient in MS Office (Words, Excel, and PowerPoint)

Language Skills: Nepali (Native), English (Proficient), German and Hindi (Basic)

License: RSA, RCG, CPR, Driver's license

Self-Description

Responsible, approachable, efficient, leader, team player and open minded to different ideas.

00 Interests

Making notes, reading, cooking, travelling, playing computer games, meeting new people and learning about different cultures and traditions. Into any kind of sports. Learning different languages.



Abbey House, Mittagong, NSW Name: Sushila Tayana Title: Assistant in Nursing Phone: (+61) 452040063

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