



RAKESH GURUNG

CONTACT DETAILS

Mobile: 0509474089

E-mail: rickygrg1991@gmail.com

Location: Dubai, UAE

PERSONAL DETAILS

Date of Birth : 23/02/1991

Marital Status : Single

Gender : Male

Nationality : Nepal

Visa Status : Employment visa

PROFILE SUMMARY:

Friendly and attentive service professional with experience in food handling, order taking, and customer care. Skilled in maintaining cleanliness, managing dining areas, and ensuring guest satisfaction through prompt service, teamwork, and a positive attitude in fast-paced environments.

EXPERIENCE

➤ **WAITER, SHANGRI-LA HOTEL POKHARA, NEPAL, 2 YEARS**

- Greet guests and guide them to their tables politely.
- Take food and beverage orders accurately and efficiently.
- Serve meals and drinks promptly with proper etiquette.
- Ensure customer satisfaction and address any service concerns.
- Clean tables, set up dining area, and assist kitchen.

➤ **BARISTA, TRAINEE (2 MONTHS)**

- ❖ Learned the basics of espresso preparation, milk frothing, and drink presentation.
- ❖ Taught and mentored new baristas in coffee-making techniques and maintaining service quality.

Key Skills

- Customer service & guest assistance
- Order taking & food serving
- Cleanliness & hygiene maintenance
- Route navigation & timely delivery
- Communication & problem resolution

LICENSE DETAILS

License No : 4732199

Issue Date : 03/07/2024

Expiry Date : 03/07/2026

Vehicle : Light Vehicle

ACADEMIC QUALIFICATION

Bachelors degree in Hotel Management in Catering Technology and Tourism.

KEY STRENGTH:

- Ability to handle multiple tasks
- Dependable and confidential in nature
- Good communication skills in **English, Hindi and Nepali**

Reference available on request

RAKESH GURUNG