**CURRICULAM VITAE**



**MOJ BAHADUR KARKI**

JW Marriott Hotel P.O. Box 16590

Dubai United Arab Emirates

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**OBJECTIVES:**

Looking for a job in a different place where I can utilize my ten years of huge hospitality experience and gain some different experience working in different place.

**PERSONAL SKILL & KNOWLEDGE**

* Responsible
* Honesty and integrity above reproach
* Impeccable standards of appearance
* Able to accept constructive criticism
* Guest satisfaction awareness
* Comprehensive problem solving abilities
* Verbal and Written communication skill
* Ability to deal with people diplomatically
* Willingness to learn

**PERSONAL INFORMATION:**

Name : Moj Bahadur Karki

Nationality : Nepali

Date of Birth : 21st Sep. 1984

Sex : Male

Martial Status : Married

Visa Status : Transferable Visa / Employment

Religion : Hindu

**PASSPORT DETAIL:**

Passport No. : 06518355

Date of issue : 06 Jun 2013

Date of expiry : 05 Jun 2023

Place of issue : Abu Dhabi, U.A.E.

**QUALIFICATION**

Education : Some Higher Education (College /University}

Language Known : Nepali, Hindi, English

**AWARDS / CERTIFICATE**

* Star of the concierge June 2013 in **JW Marriott Hotel Dubai UAE.**
* Employee of the month June 2010 **\*Front of the House\*** in **JW Marriott Hotel Dubai UAE.**
* Perfect attendance winner 2009 in **JW Marriott Hotel Dubai UAE.**
* Perfect attendance winner 2006 in **Marriott Executive Apartment Dubai UAE.**
* Employee of the month September 2005 in **Marriott Executive Apartment Dubai UAE**

**PROFESSIONAL BACKGROUND**

* 2009 December 15th to present working as a guest service agent /Bellman in **JW Marriott Hotel Dubai.**
* 2008 June 10 to 2009 December 14thworkedas a waiter in **JW Marriott Hotel Dubai.**
* 2005 March 26th to 2008 June 7th worked as a Room Boy in **Marriott Executive Apartment in Dubai UAE.**
* 2004 to 2005 worked as a Room Boy in **Al Dair Gulf hotel and Resort in Abu Dhabi UAE.**
* 2002 to 2003 worked as a senior waiter in a **Rome Palace Private Limited Katmandu Nepal.**

**Achievement training**

* Cross training in JW Marriott Hotel as a Guest service Agent/bell man Jan 1st to may 1st 2009
* Cross training in **JW Marriott Hotel** as a Waiter Jan 16th to May 16th 2008
* Completed **Supervisor** Training for floor supervisor in housekeeping Dept. at **Marriott Executive Apartment.**
* Fire training class in **Marriott Executive Apartments.**
* 100% leadership in **J.W. Marriott Hotel.**
* Sprit to Serve Programme in **J.W. Marriott Hotel.**
* English Language Support Programme for Hospitality Industry.
* Life Saver training (First aid).
* Grooming Standards in **J.W. Marriott Hotel.**
* Food safety in Catering in **J.W. Marriott Hotel.**
* Passport to Success level 2-A Subject related to problem experience for non management in **J.W. Marriott Hotel.**
* Passport to success level 3 subjects elated to Room Operation in **J.W. Marriott Hotel**
* Passport to Success level II Subject related to Food & Beverage in **J.W. Marriott Hotel**
* Passport to Success level III Subject related to Food & Beverage in **J.W. Marriott Hotel**
* Passport to Success level III Subject related to Food & Beverage in **J.W. Marriott Hotel**
* Passport to Success level IV Subject related to Food & Beverage in **J.W. Marriott Hotel**
* Passport to Success level V Subject related to Food & Beverage in **J.W. Marriott Hotel**
* Passport to Success level VI Subject related to Food & Beverage in **J.W. Marriott Hotel**
* Communication training in **J.W. Marriott Hotel**
* Tea training in **J.W. Marriott Hotel**
* Hygienic training in **J.W. Marriott Hotel**
* Whisky Training in **JW Marriott Hotel**

**Essential Functions**

* Welcome all Guests/residents with a smile and maintain a professional approach at all times.
* Be familiar with Honored Guest and promote at every opportunity.
* Record events as necessary in Log Book and ensure that all relevant information is handed over to the next shift.
* Actively participate in the Quality improvement process.
* Be fully aware of Hotel credit policy and procedures and ensure that it is adhered to at all times.
* Be familiar with Hotel services and operation’s hours.
* Have thorough knowledge of Cash handling procedures and maintain an accurate float.
* To be aware of hotel availability to maximize room sales
* To control and monitor the issue of bedroom keys
* Handle guest checkouts efficiently and in a friendly and professional manner.
* Have working knowledge of Reservations department.
* Be diplomatic and respect the privacy of our Guests.
* Take the initiative through Empowerment to ensure complete Guest Satisfaction.
* Have a thorough knowledge of all Emergency Procedures.
* Be security conscious at all times and inform Manager on Duty of anything suspicious.
* Perform any reasonable task as requested by the Management.
* Maintain Residents Response Tracking Report Effectively.
* Attend to guest inquiry call in a courteous and efficient manner, using appropriate etiquette in all forms Communication
* Maintain and be familiar with a directory so guest requests and questions can be answered:
  + Local hotels, addresses, telephone and fax numbers
  + Travel agencies
  + Airlines
  + Car rentals
  + Taxi and limousine services
  + Money exchanges
  + Banks and automated teller machines (ATMs)
  + Local restaurants, hours, type of food, price
  + Local attractions, hours, prices
  + Houses of worship, hours of services
  + Shopping facilities
* Attend to each call in a courteous and efficient manner, using appropriate telephone etiquette.
* Maintain a daily log of all calls. Information should include:
  + Guest name, room number and folio number
  + Service request or issue
  + Time of call
  + Agent name
  + Action taken/resolution
* Follow up information, including final status
* Report to work on time with proper uniform, including name tag. Personal appearance must comply with the standard of the hotel.
* Assist in maintenance of bulletin board, or other visual representation, to note any outstanding issues, supply shortages, etc
* Develop knowledge about frequent guests and their special requests and needs.
* Maintain a pass-on log for the next shift, noting any services that are pending to ensure follow up.
* Utilizing all available resources, follow up on previous shift requests and pending issues.
* Be flexible according to the business need
* Have a working knowledge of OPERA, MICROS, telephone system and Guest Response Software(Espresso)
* Have an excellent approach to customer service
* Have strong organizational skills; always practice “Clean as you go”
* Report any unusual occurrences to the Supervisors.
* Be able to perform any additional scope of duties if requested by the Management.

**DECLARATION**

I hereby declare that above mentioned are all correct to my best of my knowledge

MOJBAHADUR KARKI