

Deepain Raj. PRADHAN

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Career Objectives

As a Professional, I would like to learn managerial skills and develop my leadership qualities to grow within the hotel with values and ethics. I would like to acquire knowledge and experience in food and beverage department and serve in a reputed organization by offering my best effort.

Education & Training

Masters of Global Business Management Blue Mountains International Hotel School at Torrens University Sydney Campus, Australia	2015 - Present
Bachelors in Hotel Management Nepal Academy of Tourism & Hotel Management (NATHM) Tribhuwan University, Nepal	2010
Responsible Alcohol Service (RSA) Sydney, NSW, Australia	2015

Professional Experience

Food & Beverage Manager April 2012- September 2013
Shangri-La Village Resort, Pokhara

As a Food & Beverage Manager in Shangri-La Village Resort, Pokhara my main objective was to coordinate with my Food & Beverage Service and Production team for everyday smooth operation.

Key Responsibilities

- Leading the team of forty employees in Food & Beverage service and productions department.
- Preparing monthly F&B reports and reporting directly to the Resident Manager.
- Coordinate the recruitment and selection process for F&B department. Responsible for coordinating and administering in the recruitment cycle: responding to applicants, cross reference checking, shortlisting, taking interviews, and coordinating with HR Manager for recruitment.
- Coordinate learning and development programs by organising monthly training for F&B employees.
- Writing annual performance appraisal for each employees of my department, grading and recommending for promotion.
- Preparing monthly rosters and managing staff in the department.
- Striving to achieve departmental revenue targets by boosting restaurant and banquet sales
- Attending weekly Operational meeting with the entire F&B department for proper Food & Beverage service operation and inter departmental coordination and reporting day-to-day Food & Beverage functioning to the Resident Manager.
- Coordinating with Assistant F&B Manager, Restaurant Managers and Chef for food and beverage service planning in the restaurants, events and functions.
- Coordinating with the marketing team to achieve F&B Department revenue goals.

Assistant Food & Beverage Manager
Shangri-La Village Resort, Pokhara

June 2011- April 2012

I worked with a high caliber food and beverage team in Shangri-la Village Resort Pokhara as an Assistant Food & Beverage Manager. I got promoted within 8 months to Food & Beverage Manager.

Key Responsibilities

- Reporting to the F&B Manager,
- Coordination with the F&B Manager and F&B team members for everyday smooth operation.
- Attending weekly Operational meeting with the entire F&B departments for proper F&B service operation and inter departmental coordination and reporting day to day F&B functioning to the F&B Manager.
- Working with the Food Controller for cost control.
- Coordinating to maintain discipline in Food and Beverage Department.
- Discussing for proper human resource planning for every shift and briefing my team; daily guest movements and planning for special functions or upcoming events.

Restaurant Manager
Skewers- Peshawari Grills, Lalitpur

October 2010- June 2011

As a Restaurant Manager, my job was to plan and manage restaurant operation, motivate my team to optimise guest satisfaction.

Key Responsibilities

- Managing F&B service and operation in the restaurant.
- Hiring staff and training them for developing their skill sets.
- Documenting supplier contracts, employees portfolio, revenue and expenses bookkeeping.
- Working with diversified cross cultural work environment and solving issues for maintaining discipline in the restaurant.
- Taking feedback from the guests and the employees about food and service for improvement.
- Briefing staff about daily operation and guest movements.

Specialisation in Service Department
Radisson Hotel, Kathmandu

September 2009 to March 2010

I did my 6 months industry placement in Radisson Hotel in Kathmandu. I did my specialisation in the food and beverage department.

Key Responsibilities

- Setting the buffet for Breakfast, lunch and dinner,
- Coordinating with the team for timely service
- Taking orders and serving guests food and beverage.
- Working for special function and layout setup.
- Maintaining discipline at work and serving with smile.
- Coordinating with the supervisor and the team for proper service.
- Attending hotel Training program for service culture updates and to obtain new knowledge.

Commie I
Valentine Bakery

November 2006- December 2007

I did my Food Production and Food & Beverage Service Training for 1 year in Valentine Bakery Café, Namaskar Hotel.

Key Responsibilities

- Mise- en- scene and Mise-en-place for day to day operation of the kitchen.
- Helping and learning to cook, portion and presentation of the dish.
- Serving food and beverage in banquet functions and restaurant.
- Learning F&B service functioning and restaurant daily operation.

Academic Research, Involvement in Media & Communication

- Nepalese Hospitality Human Resource & Muscle Drain- Why Hospitality Graduates fly abroad? (2010).
- Organised a Press conference in NATHM, Kathmandu (2010).

Extra Curriculum Activities

- **Program Coordinator**, Nepalese Students Network in Australia (NSNA), Sydney, NSW, Australia.
- **President**, Student Representation Council 2015-10, Blue Mountains International Hotel School, Sydney, NSW, Australia.
- **Communication Coordinator**, Student Representation Council 2015-03, Blue Mountains International Hotel School, Sydney, NSW, Australia.
- **Vice President**, Rotaract Club of Swoyambhu 2014/15, Rotary International District 3292, Nepal-Bhutan.
- **International Service Director (ISD)**, Rotaract Club of Swoyambhu 2010-11, 2011-2012 & 2013-2014, Rotary International District 3292, Nepal-Bhutan.

Referees

- Ms. Brigitte MCKENNA, Graduate Careers Advisor, Blue Mountains International Hotel Management School Email: brigitte.McKenna@bluemountains.edu.au , Phone no. +61 2 9307 4678.
- Mr. Lance BATTY, General Manager, Amadeus IT Pacific, Email: lance.batty@bluemountains.edu.au. Phone no. +61 418119730.
- Mr. Manesh SIRVASTAVA, Resident Manager, Shangri-la Village Resort, Pokhara. Email: rm@shangrilavillageresort.com, Mobile no. +977- 985 6020 002.
- Mr. Janesh SHRESTHA, Former Senior Vice President, Commerce and Trust Bank, Kathmandu, Mobile no. +977 980 1033 600.