

DIPAK SHRESTHA

1st November Court, Flat-6 Triq J.Quintinus Qawra San Pawl II- Bahar Bugibba

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Career Objective:

To obtain a position in an exceptional organization that would allow me to develop my skills and motivated personality to contribute to the organization's success and, in the process, to create a meaningful and lasting relationship with the organization and the people involved in it.

Key Competencies

Excellent team worker with good people interaction skills.

Positive customer service attitude with personal maturity and confidence.

Perceptive management skills specializing in organizing, staffing and budgeting. Keen attention to details, time management and personal organization.

Great communication skills and interpersonal skills.

Career Experience

Dizz's Group Selima Malta

Rossopomodoro

Food Counter Attendant

April 2023 till now

Greeting customers as they arrive and making them feel welcome.

Directing customers to their seats and the restroom, answering questions about the menu.

Serving food to diners from a counter or, if seated, taking their orders.

Communicating food and drink orders to the kitchen staff.

Assembling and packaging takeaway orders.

Maintaining cleanliness standards by keeping the counters, tableware, and utensils clean.

Replenishing food supplies when required.

Presenting customers with the bill and processing payments.

Complying with company policy

McDonalds, Dubai, UAE

Swing Manager

May, 2009- March, 2015

Ensures that Image, Product, Service, Cleanliness and Sanitation in the store are observed. In charge with the training and development of fellow staffs.

Ensures that proper cost control procedures are being implemented.

Monitors stocks ordering, organization, and daily inventory control.

Preparing reports at the end of the day.

Helping in any area of the restaurant when circumstance dictates.

Supervision on preparing and positioning of people, product and equipment for the

shift. Assisting the manager in terms of operations of the store.
Assist the management team to delivering excellent customer satisfaction. Follow international brand standards and procedures at all the times.

Five Guys Dubai

Rise LLC

Team Leader

April, 2015- March 2023

Keeping maintenance of operation running smoothly and efficiently

Promoting teamwork and Maintaining discipline

Controls cost by minimizing waste, proper storage and exercising portion control

Ensures company standards for equipment, facility, and grounds are maintained.

Maintains the restaurant with regards to cleanliness, neatness, and customer accessibility.

Trained to new staff member as their training plan in various station

Works as a team leader to support other restaurant staff in their duties

Responsible for the daily preparation of food items on grill and fries station that also includes cutting potatoes, prepare meat and vegetables daily

Other duties as assigned by General Manager or Assistant Manager

Ordering and booking as daily basis according to the sales of the store.

Assist to management team to minimize food cost and give proper training to fellow staff as needed which station need to be given.

Monitoring all products mother shelf and secondary shelf-life as a daily basis. Assist to management team to do weekly and monthly inventory.

Education and Trainings

S.L.C of education ordinary level: July 2006

Neelkantha Higher secondary school

Dhading, Nepal

I.com(college)level: 2007-2008

Mana Mohan Memorial college, Nepal

Accountancy(management)

Awards Received

- Mystery shopper achiever, 2010
- General Maintenance (McDonalds) of the year, 2011
- Employee of the year 2021.

Skills and Training

Shift management excellence (SMX).
Basic food hygiene class(Highfield)
Crew Trainer Development Program.
s100% Customer care (MYSTERY SHOPPER)
Food safety and security by McDonald's
fast and friendly service in front counter(QSR)
Crew seminar, food safety class,

PERSONAL INFORMATION

Birth date: November 19, 1988
Birth Place: Jyamrung-01 Dhading, Nepal
Height: 5'8
Weight: 78K
Citizenship: Nepalese
Language spoken: English, Nepalese, and Hindi