

AMIR TIMILSINA

Crest Hotel, Prince Rupert, BC, Canada

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Profile

A passionate, well qualified, result oriented food and beverage service personnel with proven leadership skills involving managing, developing and motivating teams to achieve their and company's objectives . First class analytical, problem solving and decision making skill. Dedicated to maintain high level of standards and providing exceptional customer service.

Experience

Food Service Supervisor, Crest Hotel, Prince Rupert, BC, Canada

April 2019 to date

Responsible for supervising Food Service & Production Team.

Prepare budget & cost estimates. Complete safety & certifications.

Maintain record of stock, repairs, sales & wastage.

Managing and Conducting Human Resource Activities by assisting management in hiring, training, scheduling, evaluating, counseling, disciplining, motivating and coaching employees.

Ensuring Exceptional Customer Service

Maintain confidentiality of proprietary information, protect company assets, privacy and security of guests & co-workers.

Maitre'D, Fairmont Southampton, Bermuda

April 2018 to February 2019

Responsible for leading a team of 20 colleagues at hotels Room Service Department

Managing Day-to-Day Operations of 593 rooms, 8 meeting rooms & mini bar.

Leading Food and Beverage Team

Ensuring Exceptional Customer Service

Managing and Conducting Human Resource Activities

Maitre'D, Fairmont Southampton, Bermuda

June 2017 to March 2018

Responsible for leading a team of 25 colleagues at hotels prime venue main lobby lounge and bar which is open for lunch and dinner 7 days a week with live entertainment.

Managing Day-to-Day Operations

Leading Food and Beverage Team

Ensuring Exceptional Customer Service

Managing and Conducting Human Resource Activities

Additional Responsibilities

Assistant Maitre'D, Fairmont Southampton, Bermuda

August 2014 to May 2017

Overlooking resort's main lobby lounge and bar which is open for lunch and dinner 7 days a week with live entertainment.

Managing Day-to-Day Operations

Leading Food and Beverage Team

Ensuring Exceptional Customer Service

Managing and Conducting Human Resource Activities

Additional Responsibilities

Restaurant Captain, Fairmont Southampton, Bermuda

August 2011 to July 2014

Worked as supervisor in different outlets. Report & assist outlet manager in day to day operation.

Maintain daily sales log, inventory, stock control. Train staff. Perform all administrative and operational work related to the restaurant and bar.

Wickets- Breakfast, Lunch & Dinner restaurant with pool service.

Ocean Club- Seafood dinner restaurant.

Bacci- Authentic Italian dinner restaurant.

Restaurant Service Associate/Trainer, Fairmont Southampton, Bermuda

March 2008 to July 2011.

Worked as service associate and trainer in coffeeshop, pool bar, Seafood restaurant and Italian restaurant.

Cascades & Bridges Supervisor, Fairmont Dubai, U.A.E

Aug 2006 - Feb 2008

Worked as food and beverage supervisor in all day dining and lobby lounge bar.

Report & assist outlet manager in day to day operation. Maintain daily sales log, inventory, stock control.

Train staff. Perform all administrative and operational work related to the restaurant and bar.

Cascades Server & Trainer, Fairmont Dubai, U.A.E

Oct 2004 - July 2006

Worked as Food and Beverage Server/ Trainer at Cascades (An all day dining).

Order taking, serving and resetting the tables as per the standard operating procedure.

Implementing up selling techniques to maximize average cheque.

Training the new colleagues as per the training standard.

Food & Beverage Supervisor & Trainer, Bennigan's Grill & Tavern, Doha, Qatar - May 2003 - Oct 2004

Managing the operation of kitchen and dining hall to the top most level.

Monthly scheduling, Sales projection, food costing and store control.

Training of staff to upgrade knowledge, skill and deliver quality service.

Maintaining Food safety & sanitation, assuring quality.

Food Production Instructor, Kantipur Hotel Training Center, Kathmandu, Nepal - Feb 2003 - May 2003

Trained average group of 20 students on the theoretical and practical approach of food production.

**Supervisor, Chautari Hotel Pvt. Ltd., Pokhara, Nepal
Sept 1996 - Sept 1999**

Incharge of construction, repair and maintenance of the hotel from Sept 1996 to Feb 1998. During this period cross trained in Front Office, Housekeeping, Kitchen and Restaurants.

Worked in the capacity of Commis I, specializing in Continental & Chinese cuisine from March 1998 to Feb 1999.

Worked in the capacity of Food & Beverage Supervisor from March 1999 to Sept 1999.

Education

eCornell – Cornell University, USA - Master Certificate in Food Service Management focusing on Marketing - 2015

Nepal Academy of Tourism & Hotel Management, Kathmandu, Nepal - Bachelor Level in Hotel Management - 2002

Institute of Engineering, Kathmandu, Nepal - Diploma in Civil Engineering - 1996

School Leaving Certificate, Kathmandu, Nepal - Secondary Level – 1993

Training, Skills

1 August 2001 to 23 October 2001, 12 Weeks Industrial Training at Hyatt Regency, Kathmandu.

Food and Beverage Production & Service department.

15 June 2000 to 23 August 2000, 10 Weeks Industrial Training at Hotel Sherpa, Kathmandu.

Worked in the Front Office, Food and Beverage Production, Food and Beverage Service and House Keeping department of the hotel.

Basic Wine Certificate, Fairmont Southampton, Bermuda.

ServSafe Food safety Certified, National Restaurant Association for the ServSafe International, USA.

CPR & AED Certified, EMS, Bermuda

TIPS Certified, Health Communications INC, Arlington, VA, USA

ServeRight Certified, Canada

The Basic Food Hygiene, Level I, conducted by Boekers Food safety Group, Dubai.

Train the Trainer (F & B Service – The Fairmont Dubai).

Bennigan's Certified Trainer (Bennigan's Grill & Tavern).

Fire Fighting Training (The Fairmont Dubai)

Interaction Management Program (The Fairmont Dubai)

Computer Literate - Word, Excel, Powerpoint

Hospitality softwares – Watson Labor Management, Micros POS, Silverware POS, NetVuPoint,

Adaco, Birchstreet, Evention, Avero Slingshot, Opera, Smart Cube, Squirrel

References

Available on request.