

RAVI ADHIKARI

Emirates Cabin Crew



PERSONAL INFORMATON



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+XXXXXXXXXXXXXXXX



XXXXXXXXXXXX@gmail.com

SKILLS

- Cabin Equipment Operation
- Safety Awareness
- High Standards
- Solutions Focus
- Cultural Awareness
- Reflecting Emirates' Personality
- Training
- Hospitality
- Supportive Attitude
- Positive Attitude
- Culturally Aware
- Language Proficiency
- Confident Leadership
- Customer Service Excellence
- Time Management
- Observant
- Team Collaboration
- Teamwork
- Empathy
- Problem Solving
- Attention To Detail
- Multi-Tasking Skill
- Microsoft Office
- Communication Skills

EDUCATION

Shree Mahankal Higher Secondary School

High School Kathmandu, Nepal | June 2000 - June 2012

SUMMARY

Dedicated **Emirates cabin crew** member with over a year of experience in hospitality and customer service. Committed to providing exceptional service to customers from diverse cultural backgrounds. Fluent in written and spoken English, with an advantageous proficiency in an additional language. Possesses a positive attitude and a natural ability to excel in a team-oriented environment. Demonstrates a strong focus on safety as the top priority, confidently leading and managing aircraft services, security, and safety procedures. Equipped with world-class training from Emirates' state-of-the-art facility in Dubai. Thrives in a demanding work schedule, consistently delivering a superior and authentic customer experience. Reflects the Emirates personality with a professional, empathetic, progressive, visionary, and cosmopolitan demeanor. Solution-oriented approach and determination to maintain the highest standards characterize my performance in the role. Looking for a position as a emirates cabin crew at your organization where my skills will be fully utilized.

WORK EXPERIENCE

Emaar Hospitality Group LLC| UAE

July 2022 – Present

Events and banquet operation in-charge

- Managing all aspects of event and banquet operations, from initial planning to execution and post-event evaluation.
- Collaborating with clients to understand their event requirements, preferences, and special requests.
- Ensuring compliance with health and safety regulations during events, including food handling, crowd management, and emergency procedures.
- Developing and maintaining strong relationships with clients, vendors, and partners, fostering repeat business and referrals.
- Staying update with industry trends and innovations, incorporating new ideas into event planning and execution.
- Overseeing the setup and teardown of event spaces, ensuring that all decorations, equipment, and furniture were in place as planned.
- Providing on-site support during events, addressing any issues or changes that arose and ensuring client satisfaction.

US Department of state USA Pavilion| UAE

Sept 2021 – Mar 2022

VIP Event Executive

- Conceptualized, planned, and executed high-profile VIP events, aligning with clients' brand image and objectives, resulting in consistently positive feedback and increased client retention.
- Established and maintained strong relationships with key stakeholders, including high-profile clients, celebrities, industry influencers, and vendors, ensuring seamless communication and smooth event execution.
- Managed complex timelines, coordinating with cross-functional teams and vendors to ensure all aspects of the event aligned seamlessly.
- Curated bespoke event experiences by coordinating exclusive activities, personalized amenities, and tailored entertainment options for VIP guests, enhancing their overall satisfaction and enjoyment.
- Demonstrated quick thinking and problem-solving skills during unexpected situations, mitigating potential crises and maintaining a calm demeanor to ensure events proceeded smoothly.

CORE QUALIFICATIONS

- Proficient in emergency procedures, evacuation protocols, and first aid techniques to ensure passenger safety during flights.
- Skilled in delivering top-notch customer service, attending to passengers' needs, and creating a comfortable and enjoyable flying experience.
- Capability to interact effectively with individuals from various cultural backgrounds.
- Reflect the Emirates personality traits: professional, empathetic, progressive, visionary, and cosmopolitan.
- Ability to lead confidently and take charge during aircraft services, security checks, and safety procedures.
- Effective communication skills to interact with passengers from diverse cultures.
- Fluent in written and spoken English; additional languages are advantageous.
- Capability to focus on delivering solutions when faced with challenges or unexpected situations.
- Ability to maintaining the highest standards of service and performance.

REFERENCE

Available upon request

Head Waiter

- Demonstrated exceptional customer service by addressing guest concerns, ensuring a personalized dining experience, and maintaining a high level of guest satisfaction.
- Conducted regular quality checks on food presentation, portion sizes, and overall dining experience, ensuring adherence to established standards.
- Designed and executed comprehensive training programs for new waitstaff, resulting in reduced onboarding time and improved service quality.
- Created efficient shift schedules that balanced staff availability, workload distribution, and peak dining hours, resulting in optimized staffing levels and improved service speed.
- Implemented a streamlined inventory management system, reducing waste and minimizing overstock of perishable items.
- Developed and promoted special events, themed nights, and wine tastings to attract a broader clientele and drive repeat business.

Restaurant Supervisor

- Oversaw daily operations of the restaurant, ensuring a smooth and efficient workflow.
- Managed a team of waitstaff, hosts, and support staff, providing guidance, training, and performance evaluations.
- Created staff schedules, taking into account peak business hours and staff availability.
- Monitored inventory levels and placed orders for food, beverages, and supplies to maintain adequate stock
- Implemented and enforced health and safety regulations to ensure a clean and hazard-free environment.
- Addressed customer concerns and complaints promptly, striving to provide exceptional customer service.
- Worked closely with the management team to achieve revenue and profit targets, contributing to the restaurant's financial success.