HIMA THAPA

Hostess | Cashier | Receptionist



CONTACT

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Email
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Location
Dubai, United Arab Emirates

PERSONAL

Nationality
Nepalese

Date of Birth
16 December 2003

Gender
Female

LANGUAGES

Nepali — Native
English — Fluent
Hindi — Fluent

KEY SKILLS

- Customer service
- Cash handling & POS
- Front desk operations
- Guest relations
- Communication skills
- Multitasking
- Problem solving
- Teamwork coordination
- Inventory & stock control
- Sales reporting

PROFILE

Customer-focused professional with experience as a Cashier, Receptionist, and Hostess, delivering exceptional service and creating positive guest experiences. Skilled in front desk operations, cash handling, customer relations, and multitasking in fast-paced environments. Committed to ensuring customer satisfaction through professionalism, efficiency, and strong communication.

WORK EXPERIENCE

Cashier

Boardwalk Supermarket • *Nov 2025 – Present*
Sobha Hartland, Nad Al Sheba 1, Dubai, UAE

- Processed cash, card, and digital payments accurately using POS systems.
- Delivered excellent customer service and handled customer inquiries professionally.
- Balanced the cash drawer and prepared daily sales reports.
- Managed inventory, monitored stock levels, and updated stock records.
- Assisted with stock receiving, replenishment, and shelf organization.
- Ensured an accurate checkout process while maintaining a clean and organized work area.

Hostess

Waffle & Crepe Café • *Jan 2025 – Sep 2025*
Dubai Festival City Mall, Dubai, UAE

- Welcomed and greeted guests with a warm and professional attitude.
- Managed reservations, waitlists, and table seating efficiently.
- Assisted guests with menu recommendations and responded to inquiries.
- Coordinated with the service team to ensure smooth dining operations.
- Resolved customer concerns promptly to maintain high guest satisfaction.
- Maintained a clean, organized, and welcoming reception area.
- Delivered exceptional customer service, creating a memorable dining experience.

Receptionist

Bodhi Red Sun Hotel Pvt. Ltd. • *Jan 2021 – June 2024*
Bhairahawa, Nepal

- Welcomed guests and provided exceptional customer service.
- Managed check-in, check-out, reservations, and room bookings.
- Answered calls, emails, and guest inquiries professionally.
- Handled payments, billing, and maintained accurate guest records.

- Coordinated with housekeeping and other departments for smooth operations.
- Resolved guest concerns promptly to ensure a positive experience.
- Maintained a clean, organized, and professional front desk area.

Barista Internship

Hippiness Cafe • *Sep 2024 – Nov 2024*
Butwal, Nepal

- Prepared and served hot and cold beverages with attention to quality, delivering prompt service and processing POS transactions accurately in a fast-paced environment.

EDUCATION & TRAINING

Higher Secondary School Certificate (Grade XII)

Sai Global Secondary School • *2020 – 2022* • *Nepal*

Certified Barista

Academy of Bartender & Barista • *September 2023* • *Nepal*