



RAIYAN TAIFUR

HOSPITALITY MANAGEMENT STUDENT

CONTACT



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Petaling Jaya, Selangor,
Malaysia

CERTIFICATIONS & TRAINING

- **FoodHandling Course**

Gading Institute SDN BHD

LANGUAGES

English (Fluent)

Bengali (Native)

Hindi (Fluent)

PROFILE

Motivated hospitality management student with hands-on experience in food and beverage service and customer relations. Passionate about delivering exceptional guest experiences and developing industry expertise. Skilled in cashiering, customer service, and team coordination, with a strong commitment to professionalism and efficiency.

EDUCATION

- ▶ 2024 - Ongoing
Bachelor's Degree in Hospitality Management
City University Malaysia
- ▶ 2018 - 2020
Higher Secondary Certificate (HSC)
Tejgaon College

SKILLS

- F&B Service
- Cashiering & POS System Handling
- Customer Service & Complaint Resolution
- Active listening

WORK EXPERIENCE

- **Mount Shisha Lounge & Bar
KL, Malaysia**

- Senior Server & Cashier**

- April 2025 – Present

- Supervise and support floor operations, coordinating between service teams to ensure smooth customer flow.
- Manage POS and cash transactions with accuracy and efficiency.
- Ensure service quality and guest satisfaction by addressing issues proactively.

- **Knowhere Bangsar
Kuala Lumpur, Malaysia**
- Floor Supervisor & Cashier**

- Dec 2024 – April 2025

- Manage daily cash transactions and POS system operations efficiently. Coordinate with waitstaff and kitchen teams to enhance service flow.

- **Knowhere Bangsar
Kuala Lumpur, Malaysia**
- Service Crew**

- Feb 2024 – Nov 2024

- Delivered high-quality dining experiences by taking orders and serving guests. Maintained cleanliness and organization in the restaurant. Assisted in menu recommendations and upselling promotions.