



ANJITA THAPA

EXPERIENCE

POPEYES LOUISIANA KITCHEN, UAE

Customer Service & Team Member

2022 April-2024 June

- Managed customer payments, including cash, credit cards, and mobile payment methods.
- Greeted customers, managed waitlists, and coordinated seating arrangements.
- Communicated effectively with kitchen staff to ensure accurate and timely order processing.
- Addressed customer concerns and provided solutions to enhance their dining experience.
- Assisted with maintaining cleanliness and organisation of the cashier area and dining space.
- Supported team members in various tasks, including food preparation and serving during busy periods.

KK mart Nepal

Customer Service & Cashier

2021-2022

- Greeted costumers and assisted with product selection.
 - Operated cash register efficiently and accurately processed customer transactions, returns, and exchanges.
 - Assisted customers with inquiries and provided excellent customer service.
 - Maintained a clean and organized checkout area.
 - Managed cash drawer, ensuring balance at the end of each shift.
- Assisted in training new employees on cash handling and customer service procedures.
- Handled customer complaints and provided appropriate solutions.
 - Collaborated with team members to achieve sales target.

Objective

Highly motivated and customer-oriented individual with extensive experience in cashier roles within both supermarket and restaurant environments. Proven ability to handle transactions efficiently, maintain accurate cash drawers, and provide exceptional customer service. Adept at working in fast-paced settings, managing multiple tasks simultaneously, and ensuring a positive customer experience



0554276042



anzetathapa720@gmail.com



UAE, dubai

LANGUAGE

- English
- Nepal
- Hindi

SKILLS

- Proficient in cash handling and transaction processing
- Excellent customer service and communication skills
- Strong attention to detail and accuracy
- Ability to work under pressure and in a fast-paced environment
- Familiarity with POS systems and
- Effective problem-solving skills
- Team player with a positive attitude
- Skilled at managing multiple tasks concurrently without compromising quality

CosmopolitanSec. Boarding School
Teaching Assistant
2019-2021

Assisted lead teachers in preparing lesson plans and instructional materials.

- Provided one-on-one and group support to students, helping them understand and complete assignments.
- Supervised students during classroom activities, ensuring a safe and conducive learning environment.
- Graded assignments and provided feedback to students under the supervision of the lead teacher.
- Assisted in organizing and implementing classroom events and activities.

Budhanikantha Newa Pucha
Volunteer
2019-2020

- Represented the organisation at public events, networking with potential donor, and volunteers to promote the organisation's mission and activities.
- Assisted in developing and implementing community programs.
- Participated in fundraising activities, including donor outreach and organising charity events to secure necessary funds.
- Utilise strong communication skills to interact with a diverse range of people, ensuring clear and effective exchanges.
- Demonstrated empathy and compassion in interactions with beneficiaries, understanding their needs and providing appropriate support.

CERTIFICATIONS

Basic Food hygiene

2023

HACCP Training

2022

EDUCATION

Secondary school

Cosmopolitan Sec. Boarding
School
Kathmandu, Nepal
Passing year-2019

High School

Morgan International College
Kathmandu, Nepal 2019-2021
Biology course

REFERENCES

Available upon request

ADDITIONAL INFORMATION

- Willing to relocate
- Available for flexible working hours, including weekends and holidays