



TEJAS DALVI

Nationality: Indian **Date of birth:** 05/12/1992 **Gender:** Male

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Work: (United Arab Emirates)

ABOUT ME

A highly motivated and customer-focused cashier with five plus years of experience in retail and hospitality industries. Skilled in processing transactions accurately and efficiently, providing excellent customer service, and maintaining a clean and organized work environment. Demonstrated ability to handle high-pressure situations and resolve customer complaints promptly and professionally.

WORK EXPERIENCE

Supermarket Cashier

Westzone Supermarket [03/2020 – Current]

City: Dubai

Country: United Arab Emirates

1. Accurately and efficiently scan items, enter prices, and accept payment from customers using cash, credit/debit cards, or other payment methods.
2. Welcome customers with a smile, answer questions, provide guidance, and assist with bagging items.
3. Ensure the checkout area is tidy, well-stocked, and free from clutter or hazards. Keep equipment clean and in good working order.
4. Address customer concerns, listen actively, and find solutions to problems. Escalate issues to a supervisor or manager as needed.
5. Adhere to company policies, such as security procedures, cash handling protocols, and customer service standards.
6. Promote add-on items, specials, or loyalty programs to customers to increase sales and improve customer experience.
7. Work closely with other cashiers, supervisors, and other staff members to ensure smooth operations and provide excellent service to customers.

Cashier

Macdonald Family Restaurant [02/2017 – 07/2019]

City: Mumbai

Country: India

1. Accurately and efficiently enter food and drink orders, calculate prices, and accept payment from customers using cash, credit/debit cards, or other payment methods.
2. Welcome guests with a smile, seat them, answer questions, provide menus, and assist with ordering.
3. Ensure the front counter area is tidy, well-stocked, and free from clutter or hazards. Keep equipment clean and in good working order.
4. Address customer concerns, listen actively, and find solutions to problems. Escalate issues to a supervisor or manager as needed.
5. Adhere to company policies, such as hygiene and sanitation procedures, cash handling protocols, and customer service standards.
6. Promote add-on items, specials, or loyalty programs to customers to increase sales and improve customer experience.
7. Work closely with other cashiers, servers, chefs, and other staff members to ensure smooth operations and provide excellent service to customers.

EDUCATION AND TRAINING

10th Standard

Raja shivaji vidyalaya vilawade Sawantwadi [06/2008]

Address: Sawantwadi, Vilawade (India)

(10+2) Intermediate

Khemaraj memorial English school [04/2010]

Address: Banda, Sawantwadi (India)

ORGANISATIONAL SKILLS

Skills

1. Excellent customer service and communication skills
2. Proficient in cash handling and POS systems
3. Strong attention to detail and accuracy
4. Ability to work well under pressure and multitask
5. Time management, Teamwork

LANGUAGE SKILLS

Mother tongue(s): **Hindi**

Other language(s):

English

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

HOBBIES AND INTERESTS

Personal Interest

1. Travelling
2. Music
3. Customer service

REFERENCES

Available upon request.

COVID-19 VACCINATION

Fully Vaccinated

Thank you for considering my application. I am excited about the opportunity to contribute my skills and experience to your organization. I am confident that my qualifications align well with the requirements of the position, and I look forward to discussing how I can make a positive contribution to your team.