

 **Mobile**  
+971 524436100

 **Email**  
fratisai2@gmail.com

 **Address**  
Dubai, UAE


# FLORENCE RATISAI


Cashier




Honest Cashier capable of managing money, merchandising stock and assisting customers with locating desired items. Successful at cleaning and arranging checkout lanes to maintain professional, visual appeal. Excellent oral and written communication, listening and time management skills with strong attention to detail.


## DETAILS


 **Nationality**  
Zimbabwean

 **Date of Birth**  
17 April 1991

 **Visa Status**  
Visit Visa

 **Gender**  
Female

 **Marital Status**  
Single

 **Languages**  
English (Fluent)

## LITERACY

- MS Word
- MS Excel
- MS PowerPoint
- MS Outlook
- POS

## EDUCATIONAL QUALIFICATIONS

- Diploma in Tourism and Hospitality Management
- Customer Service On-Job Training
- High School Certificate

## PROFESSIONAL EXPERIENCE

### POSITION: Receptionist/ Cashier

Hillview Lodge, Zimbabwe | July 2022 to December 2023

#### Job Responsibilities

- Processed sales, exchange and refund transactions efficiently to reduce customer waiting times.
- Operated cash registers with proficiency during high-volume shopping times, reducing customer queues.
- Displayed and restocked merchandise by following brand guidelines.
- Performed accurate cash counts at store opening and closing.
- Helped customers to locate specific products by conducting thorough stockroom checks, delivering exceptional service.

## ATTRIBUTES

- Ability to work unsupervised and under pressure
- Time conscious
- Ability to work well in a team
- Analytical and problem-solving skills
- Submissive and have respect for my seniors
- Honesty and integrity

## CORE SKILLS

- Safety awareness
- Excellent customer service
- An ability to follow rules and procedures
- Teamwork
- Remaining calm under stressful situations
- Reliability, flexibility and adaptability
- Empathy and understanding
- Organization and attention to detail skills.

## REFERENCES

- Available upon request

### POSITION: Cashier

Sapient Business Leaders Pvt, Zimbabwe | August 2021 to May 2022

#### Job Responsibilities

- Educated customers on promotions, offers and special events to enhance product sales.
- Assisted customers with additional needs in transporting goods to vehicles, elevating client service.
- Checked identification for proof-of-age as required, refusing alcohol and tobacco sales to underage customers.
- Maintained excellent client satisfaction by providing professional, courteous customer service.
- Handled diverse customer queries, providing accurate store, product and service information.
- Maintained, organized and cleaned customer areas, efficiently completing daily recovery checklists.

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### POSITION: Receptionist/ Cashier

Chinhoyi University, Zimbabwe | November 2020 to July 2021

#### Job Responsibilities

- Manage the front desk by receiving incoming calls, greeting and attending to customers
- Assist customers with answers to queries, and offer solutions to issues within my capacity
- Used cash registers and POS systems to request and record customer orders and compute transactions.
- Recorded daily transaction information using POS systems, enabling stock success monitoring.