



Estrelita Villegas

PROFESSIONAL SUMMARY

Experienced customer service professional known for delivering exceptional support with a professional demeanor. Skilled at staying positive while assisting customers, meeting deadlines, and efficiently completing tasks. Effective communicator adept at building relationships with customers and colleagues by asking insightful questions to better understand their needs. Seeking a challenging role in a fast-paced environment where I can leverage my diverse skill set to make a positive impact on the organization.

WORK HISTORY

CASHIER/ WAITRESS/ BARISTA

09/2024 - Present

Decarlo Gourmet - Dubai Silicon Oasis

- Greets guests and presents them with the menu.
- Informs guests about the special items for the day and menu changes if any.
- Suggest food and beverages to the guests and also try to upsell.
- Take food and beverage orders from the guest on the order-taking pads or the handheld Point of sale (POS) system.
- Obtaining revenues, issuing receipts, accepting payments, and returning the change.
- Performing basic cleaning tasks as needed or directed by the supervisor.
- Communicate to the guest and assist with their queries.
- Serves food and beverages to the guest as per the course of order.
- Promptly respond to guests with any additional requests.
- Maintaining proper dining experience, delivering items, fulfilling customer needs, offering desserts and drinks, removing courses, replenishing utensils, and refilling glasses
- Prepare and serve a variety of coffee and espresso beverages using professional coffee machines.
- Craft a range of hot and cold beverages, including teas, smoothies, and specialty drinks.

CCO IN- CHARGE

01/2024 - 09/2024

Grandiose Supermarket - Dubai, United Arab Emirates

- Handle customer transactions using cash registers, Scan items to verify accuracy of pricing, Maintain in-stock and presentable condition assigned areas
- Accept payments in cash or credit, provide receipts, refunds, and change, Prepare cashiering reports
- Ensure high levels of customer satisfaction through excellent sales service, Actively seek out customers in store
- Assess customers' needs and provide assistance and information on product features, Remain knowledgeable on products offered
- Welcome customers to the store and answer their queries
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis

CASHIER / CUSTOMER SERVICE

06/2014 - 01/2024

Union Coop Hypermarket - Dubai, United Arab Emirates

- Operates all cash register equipment to efficiently and accurately process customer transactions
- Verifies that price stickers on purchased items match the approved price list displayed on the screen
- Maintains appropriate cash levels in POS drawers and ensures the register area is well-stocked with necessary supplies such as shopping bags and cash rolls, Greets all customers courteously
- Communicates effectively with customers, responds to inquiries, locates merchandise, and provides assistance as needed
- Processes checkouts for customers in a timely and efficient manner to reduce queue wait times

EDUCATION

Bachelor of Science in Commerce: Management
Technological Institute of the Philippines

Status: Undergraduate

CONTACT

Dubai, United Arab Emirates

+971 55 801 2932

marville.1814@gmail.com

SKILLS

- Microsoft office expertise
- Report preparation
- Staff supervision
- POS system operation
- Customer service excellence
- Product knowledge
- Till balancing
- Customer service
- Telephone etiquette
- Appointment scheduling

PERSONAL DETAILS

Date of Birth 1984-10-18

Nationality Filipino

Marital Status Single

Gender: Female

LANGUAGES

English

Tagalog

Native