



MOHAN SINGH

Nationality: Indian **Date of birth:** 05/09/1994 **Gender:** Male

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Work: Jacob Garden Hotel Dubai , 00000 Dubai (United Arab Emirates)

ABOUT ME

Currently i am working as a Cashier Costumer Service at Farm House Cocktails & Cousins in Dubai UAE. I have 7.5 years experience as a costumer service including my previous organizations. Now i am looking for new opportunity to prove myself and learn new things share my experience

WORK EXPERIENCE

Front desk receptionist

Hotel Le Roi [10/06/2014 – 10/03/2016]

Address: Haridwar Railway Station Uttrakhand, 249401 Haridwar (India)

Website: www.leroihotel.com

Email address: leroi@haridwar.com

Name of unit or department: Hotel - **Business or sector:** Accommodation and food service activities

Checking guests in and out.

Receiving and managing reservations made online and telephonically.

Verifying guests' payment methods during check-in.

Assigning rooms to guests and informing them of any specials offered by the hotel.

Organizing transport services for guests at their request.

Providing guests with information about the hotel.

Keeping abreast of attractions that may be of interest to guests.

Serving as a host at conferences, and ensuring that all relevant preparations are made for the event.

Cashier

Absolute Barbecue [03/05/2016 – 10/05/2020]

City: Dubai

Country: United Arab Emirates

Handle the all customers comments and complaints. Handling the reservation call and inquiries, managing the staff duties and responsibilities make sure operations are going smoothly and smartly. Cash register / Credit card handling Taking feedback to customer. Opening and closing all inventory day report mail to management and managers

Assistant customer service representative

Emarat Petroleum [03/06/2020 – 03/09/2021]

City: Dubai

Country: United Arab Emirates

Cash/Credit handling customer service. Ensure the station operations smoothly working properly settlement proper coordination and communication with staff and customers five step service following by the staff.

Answering both general/specific customer questions about the company's products/services is a key responsibility of many service agents.

Apart from answering questions and resolving issues, the duties of a help desk support specialist may include providing information about a company's special offerings and upselling related products/services, if appropriate, when engaging with customers.

Dealing with unhappy customers and handling complaints is an almost inescapable duty of many customer service employees. This applies especially to frontline reps, who are usually the first point of contact for customers.

Head Cashier

My Govinda's Restaurant L.L.C [10/09/2021 – 15/11/2022]

Address: Silicon Oasis Dubai, 00000 Dubai (United Arab Emirates)

Website: www.mygovindas.com

Email address: arjan@mygovindas.com

Business or sector: Accommodation and food service activities

Provides a positive customer experience with fair, friendly, and courteous service.

Registers sales on a cash register by Punching items, itemizing and totaling customers' purchases.

Resolves customer issues and answers questions.

Bags purchases if needed.

Processes return transactions.

Itemizes and totals purchases by recording prices, departments, taxable and nontaxable items; and operating a cash register.

Enters price changes by referring to price sheets and special sale bulletins.

Discounts purchases by redeeming coupons.

Collects payments by accepting cash, check, or charge payments from customers and makes change for cash customers.

Verifies credit acceptance by reviewing and recording driver's license number; and operating credit card authorization systems.

Balances cash drawer by counting cash at beginning and end of work shift.

Provides pricing information by answering questions.

Maintains checkout operations by following policies and procedures and reporting needed changes.

Maintains a safe and clean working environment by complying with procedures, rules, and regulations.

Contributes to team effort by accomplishing related results as needed.

Branch Cashier

Farm House Cocktail & Cousins [22/11/2023 – Current]

City: Dubai

Country: United Arab Emirates

Website: <https://www.farmhousevasai.com/>

Email address: info@farmhouseuae.ae

Name of unit or department: Hotels & Restaurant - **Business or sector:** Arts, entertainment and recreation

Payment of bills and recording and accounting for receipts and maintenance of records of all transactions on excel spreadsheets.

Daily reconciliation of cash and receipt boxes and recording this on excel spreadsheet.

Depositing money and cheques in the bank regularly and maintain good relationship with bank staff. Pay and account for claims to staff.

Processing payroll, cash advances, staff claims, and daily entry of receipts including cash, debit memos, advances and bank transfers.

Daily checks and reconciliation of cash boxes and unbanked receipts and weekly bank reconciliation checks.

Maintenance of the payment sequence and accounts department filing system and file store.

Monitoring and reporting exchange rates.

EDUCATION AND TRAINING

High Secondary Intermediate

Education [05/06/2010 – 09/04/2012]

Address: Pawaki Devi Tehri Garhwal, 249192 Uttarakhand (India)

Website: www.gicpawakidevi.com

Graduation

Education [10/08/2013 – 15/08/2015]

Address: D.A.V PG Collage Karanpur , 248001 Dehradun (India)

Website: www.davpgcollage.com

LANGUAGE SKILLS

Mother tongue(s): **Hindi**

Other language(s):

English

LISTENING A1 READING A1 WRITING A1

SPOKEN PRODUCTION A1 SPOKEN INTERACTION A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

ORGANISATIONAL SKILLS

Internal organizational skills

Internal organizational skills are mental. They help you analyze complex issues so you can come up with solutions. They are the skills that help you stay calm, even in the face of pressure.

Examples of internal organizational skills include creative thinking, strategic thinking, etc. Oftentimes, this is where your mental fitness will come out to play. Your brain has a wide range of skill sets that it will use in different situations. It's important to keep your mental fitness skills sharp to be able to lean on these skills when you need them.

HOBBIES AND INTERESTS

Playing Any Out Door Game

I love playing cricket , Running

Link: www.youtube.com/@mohanpyaare3320

Music

Uttarakhandi Song

MOHAN SINGH

DUBAI UNITED URAB EMIRATE, 05/02/2024