



## MOHAN SINGH

**Date of birth:** 05/09/1994 | **Nationality:** Indian | **Sex:** Male | **Phone:**

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**Whatsapp Messenger:** 0557684595 |

**Address:** Ayoush Restaurant, City Tower 2, Sheikh Zayed road, Dubai , 00000, Dubai, United Arab Emirates (Work)

### ● ABOUT MYSELF

Currently I am working as a Cashier Costumer Service at **AYOUSH RESTAURANT AND CAFE** in Dubai UAE. I have 7.5 years' experience as a customer service including my previous organizations. Now i am looking for new opportunity to prove myself and learn new things share my experience

### ● WORK EXPERIENCE

05/06/1995 – CURRENT Dubai

#### **CASHIER AYOUSH RESTAURANT AND CAFE**

Oversee cash transactions, cash reconciliations, account payments, account receivables and other accounting duties according to company policies.

Welcome customers, provide assistance and respond to their concerns.

Manage customer transactions both cash and card payments.

Train newly hired cashiers on accounting procedures and company policies.

Assist in store's shrink awareness programs and provide corrective actions.

Supervise checkout stations on regular basis.

Manage store operations in the absence of Store Manager.

Maintain the checkout area clean, safe and organized.

Evaluate performance of cash associates and provide feedback.

Ensure customer transactions are processed promptly and accurately.

Generate cash related documents and account reports.

Perform bank deposits and withdrawals according to established policies.

Ensure cash associates follow accounting policies, safety procedures and customer service standards.

Identify and communicate any accounting related issues to management promptly.

Ensure that merchandise is properly displayed, stocked and labelled.

**Business or Sector** Arts, entertainment and recreation | **Department** Hospitality Sector |

**Address** Ground Floor Ayoush Restaurant, City tower 2, 00000, Dubai | **Website** [www.ayoushdubai.com](http://www.ayoushdubai.com)

22/11/2023 – 04/08/2024 Dubai, United Arab Emirates

#### **BRANCH CASHIER FARM HOUSE COCKTAIL & COUSINS**

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.

**Business or Sector** Arts, entertainment and recreation | **Department** Hotels & Restaurant | **Email** [info@farmhouseuae.ae](mailto:info@farmhouseuae.ae) |

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

10/09/2021 – 15/11/2022 Dubai, United Arab Emirates

## HEAD CASHIER MY GOVINDA'S RESTAURANT L.L.C

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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.

**Business or Sector** Accommodation and food service activities |

**Address** Silicon Oasis, Dubai, 00000, Dubai, United Arab Emirates | **Email** [arjan@mygovindas.com](mailto:arjan@mygovindas.com) |

**Website** [www.mygovindas.com](http://www.mygovindas.com)

03/06/2020 – 03/09/2021 Dubai, United Arab Emirates

## ASSISTANT CUSTOMER SERVICE REPRESENTATIVE EMARAT PETROLEUM

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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 costumer 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.

03/05/2016 – 10/05/2020 Dubai, United Arab Emirates

## CASHIER ABSOLUTE BARBECUE

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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

10/06/2014 – 10/03/2016 Haridwar, India

## FRONT DESK RECEPTIONIST HOTEL LE ROI

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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.

**Business or Sector** Accommodation and food service activities | **Department** Hotel |

**Address** Haridwar Railway Station, Uttarakhand, 249401, Haridwar, India | **Email** [leroi@haridwar.com](mailto:leroi@haridwar.com) |

**Website** [www.leroihotel.com](http://www.leroihotel.com)

● **EDUCATION AND TRAINING**

05/06/2010 – 09/04/2012 Uttrakhand, India  
**HIGH SECONDARY INTERMEDIATE** Education

**Address** Pawaki Devi, Tehri Garhwal, 249192, Uttrakhand, India | **Website** [www.gicpawakidevi.com](http://www.gicpawakidevi.com)

10/08/2013 – 15/08/2015 Dehradun, India  
**GRADUATION** Education

**Address** D.A.V PG Collage , Karanpur , 248001, Dehradun, India | **Website** [www.davpgcollage.com](http://www.davpgcollage.com)

● **LANGUAGE SKILLS**

Mother tongue(s): **HINDI**

Other language(s):

|         | UNDERSTANDING |         | SPEAKING          |                    | WRITING |
|---------|---------------|---------|-------------------|--------------------|---------|
|         | Listening     | Reading | Spoken production | Spoken interaction |         |
| ENGLISH | A1            | A1      | A1                | A1                 | 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](http://www.youtube.com/@mohanpyaare3320)

**Music**

Uttrakhandi Song

"I hereby declare that the information provided in this CV is true and accurate to the best of my knowledge. I understand that any false statements may result in disqualification from consideration for employment. I consent to any background checks that may be required for this position."

DUBAI UAE , 07/12/2024