



CHIKONDI CYNTHIA KOKO

Dubai, United Arab Emirates

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Objective

I am dedicated, helpful customer service representative with experience in waitress and cashier seeking for opportunities to contribute excellent interpersonal skills and a strong work ethic to a reputable organization.

Personal Details

- Date of Birth : 10/09/1995
- Nationality : Malawian
- Gender : Female
- Visa Status : Cancelled Visa

Skills

- Communication
- Customer service
- Detailed-oriented
- Multitasking
- Sales and marketing
- Point-of-sale system
- Adaptability
- Critical thinking
- Cash Handling
- Organized

Experience

- **Ogram Hospitality-Part Time, Dubai** 2022 - 2024
Cashier
 - Scanning items and totalling customers purchases.
 - Receiving payments and issuing receipts.
 - Keeping track of all cash and credit records.
 - Redeem stamps coupons.
 - Making sales referrals, cross selling products and introducing new ones.
 - Managing inventory and stocking products.
 - Balancing cash drawers by counting cash float at the beginning and end of shifts.
 - Provide pricing information by answering questions.
- **Abu Dhabi National Hotels ADNH COMPASS , Abu Dhabi** 2021 - 2022
Waitress /Cashier
 - Greeting and guiding guests.
 - Providing menu and answering questions when asked. (e.g. about portions, ingredients or potential food allergies)
 - Setting up table runners, cutlery, and glasses.
 - Informing customers about the days specials.
 - Making menu recommendations.
 - Taking food and beverage orders precisely.
 - Using of POS ordering software.
 - Delivering food and beverages promptly.
 - Checking dishes and kitchenware for cleanliness and presentation and reporting any problems.
 - Organizing the table and keep up a neat and neat dining area.
 - Providing checks and gather bill payments.
 - Carry used plates, cutlery and glasses to kitchen for washing.
 - Maintained highest standard of safety and hygiene when handling food.

Languages

- English

Education

- High School Diploma

Certificates

- Basic Food Safety Training Certificate - 2022
- Malawi School Certificate Of Education MSCE - 2016

Strength

- - A team builder who brings in energy and enthusiasm into group effort and enjoys encouraging others.
 - Strong interpersonal and communication skills.
 - Able to work with minimal or without supervision.
 - A strategic thinker with time management and supervision.
 - Ability to work under pressure, multitasking and attention to details.
 - Able to communicate with people of different backgrounds.
 - A fast learner, honest and trustworthy.

Reference

- Available upon request -



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