## CONTACT

**Email**
thakurisahina00@gmail.com

**Phone**
+971-552815826

**Address**
Dubai, UAE

**DOB**
15 Jan 2004

## SKILLS

- Customer services
- Food Safety Knowledge
- Basic Mathematics
- POS System Operations
- Cash Handling and Inventory Management
- Up-selling Techniques
- Problem Solving
- Team Collaborations

## LANGUAGES

- English
- Hindi
- Nepali

# SAHINA SHAH

**Waiter/Cashier**

Motivated and friendly individual with strong experience in customer service, food safety and cash handling. Seeking a position as a waiter where I can contribute to excellent guest service and team efficiency.

## WORK EXPERIENCE

**Cashier**
**Vegan Burger Restaurant** – Dubai Mall
Nov 2024 – Mar 2025

- Greet customers and provide a friendly service experience.
- Handled cash and digital transactions accurately using POS systems and assisted in balancing the cash drawer at the end of each shift.
- Took and served food and beverage orders quickly and correctly, and maintained cleanliness and hygiene standards at all times.
- Resolved customer inquiries and complaints politely while upselling promotions and special items.
- Collaborated with team members and kitchen staff to maintain smooth operations and a supportive work environment.

**Waiter/Cashier Go Thai Restaurant** - al-wasl
Dec 2023 – Sep 2024

- Greet guests, presented menus and took accurate food and beverage orders while answering questions about menu items or specials.
- Served food and beverage promptly, ensuring tables were clean, properly set and customers felt well attended throughout their visit.
- Handled billing and payments using POS systems, including cash, card and online transactions, with accuracy and efficiency.
- Assisted in inventory management tasks, including stock takes and product ordering.
- Resolve customer complaints and issue in timely and professional manner.
- Upselling and making recommendations.

## EDUCATION

**Nilkantha Secondary School, Dhading, Nepal**
*Higher Secondary Education (+2 level), 2020 – 2022*

**Shree Tamai Ratmate Secondary School, Dhading, Nepal**
*SEE Level, 2019*