



# SAPANA SUBBA

## GUEST EXPERIENCE LEADER/CASHIER

Date of Birth: 15 Dec 1995

### CONTACT

+977-9860484139

xuchilimbu002@gmail.com

Sungnam-2, Sungnam,  
Tehrathum, Nepal

### EDUCATION

2012

SCHOOL LEAVING CERTIFICATE  
(SLC)

Janasewa Alternative School,  
Kathmandu

### SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

### LANGUAGES

- Nepali (Mother Tongue)
- English (Fluent)
- Hindi (Fluent)

### PROFILE

To seek challenging career by copying a suitable position, utilizing my experience to contribute towards the progress of organization at the same time have the prospect for professional growth and development of my career. To obtain a growing and better position and utilize my experience and skills for the successful completion of each job task.

### WORK EXPERIENCE

#### McDonald's (Emirates Fast Food Co. LLC.) Cashier

05 AUG 2019 -05 FEB 2022

- Processing sales transactions and taking payments
- Calculating the cost of products or services
- Calculating and returning change for cash transactions
- Answering customer questions about products or services and providing recommendations based on customer needs
- Cross-selling and upselling products
- Reconciling cash drawers and sales receipts
- Reporting issues with equipment
- Working with the team to meet store sales goals
- Assisting in stocking and rotating merchandise
- Scanning and bagging items accurately and efficiently
- Staying up to date on merchandise promotions, advertisements and product information

#### McDonald's (Emirates Fast Food Co. LLC.) Guest Experience Leader-1

06 FEB 2022 -13 MAR 2024

- Perform check-in and check-out for hotel guests in the most professional and efficient manner to ensure high level of guest satisfaction
  - Initiate and maintain effective coordination and communication within the Front Office and other departments especially Housekeeping to ensure seamless experiences for all guests
  - Perform room controlling duties in accordance to forecasted occupancy, VIP stays, group check ins, special requests
  - Ensure the Front Office team operates with a sales attitude and all Team Members are aware of the resorts-wide sales opportunities
- Maintain the confidentiality of all guests and business practices of the Resort

### DECLARATION

I hereby declare that the above furnished information are true and correct in the best of knowledge and belief. If your Company will provide me a chance to use my all these virtues and skill, I would satisfy the clients and the company as possible.