

TAPIWA KANENGONI

Hyatt apartments Deira Dubai

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Objective

Experienced salesperson with strong problem-solving skills and a passion for working seeking an opportunity to use charisma, time management skills, passion for products, and hard work ethic, and to increase sales.

Experience

- Najeel Clothing and Accessories Dubai** Nov 2023 - March 2024
Sales Associate
 - Welcomed customers as they enter the store.
 - Answered customer questions and assist with requests.
 - Provided recommendations to customers.
 - Advertised current specials to customers
 - Worked as a team to meet sales goals
 - Processed transactions, customer payments.
 - Managed inventory and stock take, merchandising
 - Processed returns and exchanges
 - Informed management of potential security issues
 - Operated cash registers and processing payments, newly received shipments and store operations.
- Power Sales Home Zimbabwe** March 2020 - Nov 2023
Sales Agent
 - Ensured high levels of customer satisfaction through excellent sales service
 - Assessed customers needs and provide assistance and information on product features
 - Welcomed customers to the store and answer their queries
 - Followed and achieve department's sales goals on a monthly, quarterly and yearly basis
 - "Go the extra mile" to drive sales
 - Maintained in-stock and presentable condition assigned areas
 - Actively seek out customers in store
 - Remained knowledgeable on products offered and discuss available options
 - Processed POS (point of sale) purchases
 - Cross sell products and handled returns of merchandise
 - Teamed up with co-workers to ensure proper customer services
 - Suggested ways to improve sales (e.g. planning marketing activities, changing the store's design)
- Mickles Hotel South Africa** Feb 2018 - Jan 2020
Waiter
 - Prepared room for dining by clothing tables and setting decorations condiments,

candles, napkins, service plates, and utensils

- Protected the hotel and patrons by adhering to sanitation, safety and alcohol beverage control policies.
- Helped patrons select food and beverages by presenting the menu.
- Offered cocktails; suggested courses; explained the chef's specialties; identifying appropriate wines; answered food preparation questions.
- Stayed updated on current menu choices, specialties, and menu deviations, knowing if the kitchen staff is running out of any items etc.
- Transmitted orders to bar and kitchen by recording patrons' choices identifying patrons' special dietary needs and special requests
- Kept kitchen staff informed by noting the timing of meal progression.
- Served orders by picking up and delivering patrons' choices from the bar and kitchen; delivered accompaniments and condiment from service bars.
- Responded to additional patron requirements by inquiring about needs; and observing the dining process.
- Maintained table setting by removing courses as completed; replenishing utensils; refilling water glasses; and being alert to patron spills or other special needs
- Properly opened and poured wine at the tableside

Education

- High School Diploma 2016
Pass

Skills

- Deep product knowledge
- Active listener
- Team work
- Interpersonal communication
- Multi tasking
- Excellent communication
- Customer service
- Inventory management
- Computer literacy

Achievements & Awards

- Earned the Employee of the Month Award numerous times during my time at Power sales
- Excellent customer care which resulted in repeated business during my time at Power sales