



CONTACT

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United Arab Emirates

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SKILLS

- Strong communication skills both written and verbal
- Beverage preparation knowledge
- Barista experience
- Openable adept
- Quality checking
- Cleaning requirements
- Casher and POS Systems Skills
- Strong Problem solving skills
- Team working skills
- The ability to think logically and strategically
- Customer service skills
- Ability to multi-task, prioritize, and manage time effectively
- Bookings and diary management
- Assertiveness
- Confidentiality awareness
- Document formatting expertise
- Documentation and reporting
- Accounting basics

LANGUAGES

English: C2
Arabic: B2
Upper Intermediate
Proficient

ADDITIONAL INFORMATION •

Nationality: Ethiopian

• 4 years UAE Experience
• Visa Status: Visit

HOBBIES AND INTERESTS

- Reading
- Writing
- Volunteering
- Painting

TSEDEY TEDLA

A polite, well-spoken and hardworking Casher with experience of working in a busy supermarket and cafe environment looking after the needs of customers. Attentively at all times with a willing and helpful manner that is required to engage with customers, taking reservations and prepare bills. Always approachable, cheerful and possessing good observation skills as well as the ability to work alone or as part of a team. Keen to find a challenging position within an exciting employer where I will be able to continue to increase my work experience & develop my abilities

EXPERIENCE

Casher
Sokos Café - Dubai, UAE

- Current
01/2024
- Manage transactions with customers using cash registers.
 - Scan goods and ensure pricing accuracy
 - Collect payments weather in cash or credit cards
 - Learning the names of & building relationships with regular customers.
 - Issue receipts, refund, and change.
 - Resolve customer complaints guide, guide them and provide relevant information
 - Making recommendations to customers if requested.
 - Processed customer payments accurately, handling cash, credit card, and contactless transactions.
 - Restock shelves between guests to maintain professional and clean check out area, minimize service delays.
 - Track transaction on balance sheet and report any discrepancy
 - Passing food orders through to the kitchen staff promptly
- Waitress
The Lazy-guy Café/ Restaurant - Dubai, UAE
- 12/2023
01/2021 -
- Ensuring that table set up and decorations are according to agreed standards
 - Setting tables as per standards and ensure that all items used are clean, undamaged and in a good state of repair (report any damages to the Head Waiter.
 - Guiding guests during their experience (menu and ingredient knowledge)
 - Taking orders from guests and serve food and beverages in a professional and courteous manner
 - Welcome customers to the restaurant and answer their queries
 - Ensuring sideboards on stations are adequately stocked with replacement cutlery
 - napkins or other established needs, be they food or equipment
 - Actively seek out customers in the restaurant
 - Remain knowledgeable on daily menu offered and discuss available options
 - Team up with co-workers to ensure proper customer service
 - Build productive trust relationships with regular customers
 - Be aware and practice good customer relations, assisting the guest in any way which does not adversely affect other customers.

EDUCATION

2019
Diploma of Higher Education Office Management Business Administration
International University of the Caribbean - Jamaica

2017
Certificate of Higher Education Financial Accounting
Rift Valley College - Ethiopia

2015
Higher National Diploma Secondary School Education (EAES)
New Hope Secondary School - Ethiopia