



sunildahal

guest expert

Contact

Phone

+971543958469

Email

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Address

Dubai,UAE

Education

azad secondary school

High School of management

Banepa

2018 - 2020

Expertise

- Customer Service Excellence
- Sales & Product Promotion
- Multilingual Communication (English , Hindi, Nepali)
- POS & Cash Handling
- Teamwork & Collaboration
- Conflict Resolution
- Inventory Support
- Microsoft Office (Word, Excel, Outlook)
- Cultural Sensitivity & Empathy
- Conflict Resolution & Problem Solving
- Uniform Compliance & Grooming Standards

Language

English (Fluent – Spoken & Written)

Hindi (Fluent – Spoken & Written)

Nepali (Fluent – Spoken & Written)

profile

Customer-focused and energetic Retail Sales Associate with 5+ years of experience in high-volume, fast-paced environments including KFC (Guest Expert) and Waiter roles in reputed restaurants. Skilled in delivering exceptional customer service, promoting products effectively, and managing POS transactions. Adaptable, punctual, and committed to providing a positive shopping experience to international customers.

experience

Customer Service Representative

KFC

Dubai,UAE - October 2022 – Present

- Delivered high-quality customer service to a diverse clientele in a fast-paced environment.
- Resolved customer inquiries via phone, chat, and email, maintaining professionalism and clarity.
- Handled complaints and provided suitable solutions to enhance customer satisfaction.
- Maintained detailed and accurate records using CRM software and Microsoft Office tools.
- Assisted customers with orders, resolved complaints calmly and efficiently.
- Trained new team members on service standards and company policies.

Waiter

Dhulikhel lodge resort

Nepal - January 2020 - April 2022

- Assisted arriving and departing passengers with check-in and baggage support.
- Supported unaccompanied minors and special assistance travelers, ensuring comfort and safety.
- Supported VIP guests and group events with professionalism and discretion.
- Ensured guest satisfaction by anticipating needs and managing special requests.
- Maintained high standards of hygiene, presentation, and hospitality under pressure.

Reference

manika tamang

KFC / MANAGER

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