**ROANN**

**Roann.327607@2freemail.com**

**Jan 26, 1985**

**Spoon and Bowl building, Defense Road Abu Dhabi City**

**BSIT- Food Technology 2003-2004**

**RESTAURANT SUPERVISOR / SALES ASSOCIATE / CUSTOMERS SERVICE**

**OBJECTIVES**

 **Strong multitasking skills and fast learning ability ensure quick contribution to Your Company. Documented increase in customer retention by delivering a fully integrated customer service solution. Able to efficiently navigate multiple systems while handling complex queries.**

**JOB HISTORY**

**January 2017-2015 Restaurant Supervisor Acai Xpress in Al Wahda Mall Abu Dhabi UAE.**

**Job Description:**

* Hiring training/overseeing .Operation/ordering and managing inventory/building sales and profits/maintain excellent cost control.
* Organize special events in the restaurant, including receptions, promotion and corporate lunches.
* Recognize and formally acknowledge outstanding staff performance to boost company morale and productivity.
* Carefully Developed relationship and educate customer, resulting a customer satisfaction.

**2013-2010. Team Member/Cashier/Food Packer in KFC Al ayn Abu Dhabi UAE.**

**2007-2004. Cashier/Service Crew Jollibee foods and Corporation in Quezon City Philippines**

**Job Description:**

* The first duty of **cashier** is to greet the customers entering into store. Responsible to interact with customers in a respectful manner regardless of any requests or demands that the customer has.
* Handling all the cash transaction in the store .Receive payment by cash, cheques, credit card etc.Checking daily cash accounts. Guiding and solving queries of customer.
* Providing training and assistance to new joined cashier maintaining monthly, weekly and daily report of transactions.
* Responsible in cleaning up assigned areas of the store during opening and closing time.
* The food **service crew** member will be required to assist other employees with their work when required. His/her tasks can also revolve around food preparation, cashier **duties**, dish cleaning, and food and drink serving

**2015-2013. Sales Associate Cum /Cashier Best Life Trading in Al ayn Abu Dhabi UAE**

**2002-2001. Sales Associate Ever Gotesco Grand Central in Caloocan City Philippines.**

**Job Description:**

* First person meet of the customers when enter the store.
* Responsible to create, as well as maintain a long-term relationship with their customers so as to represent the store in a positive manner and achieve sales goals while ensuring further business.
* Responsibilities also include helping customers in making choices, and assisting them to locate items they want to buy, and also providing information about the particular product they are interested in.
* Responsible to perform tasks, such as operating cash register once a sale has been made. They are also expected to order stock, stock shelves and even manage inventory.

**2006- 2005 Promoter/Sampler Demo Power in Pasig Philippines.**

**2004 – 2003 Promoter /Cashier Parco Supermarket in Quezon City Philippines.**

**Job Description:**

* Demonstrate and provide information on promoted products/services create a positive image and lead consumers to use it Use lectures, films, charts, and/or slide shows
* Distribute product samples, brochures, flyers etc. to source new sales opportunities Identify interest and understand customer needs and requirements.
* Set up booths or promotional stands and stock products Report on demonstration related information (interest level, questions asked, number of samples/flyers distributed etc)

**Achievements /Training Certification:**

* Six sigma Basic Practitioner -December 2016 Certificated
* Zomato -Telephone Etiquette Training 2016
* Employee of the year -KFC 2013
* Gold medal -Champs challenges Competition KFC Fastest

 Crew Member 2012

* NCII PASSER -Hotel and Restaurant Services 2008

**Skills:**

* Communication. Communicate Brand. Customer Assistance.
* Customer Relations .Customer Service.
* Dealing With Difficult People. Greeting Customers.
* Verbal Communication. Management skills.
* Basic PC knowledge and familiarity with electronic equipment ( cash register, scanners, money counters etc)
* Excel. MS Word. Power point.

**HOBBIES:**

* Listening to music.
* Reading
* Internet Surfing /Networking **­­­**