Diana

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**OUTLET CASHIER**

Seeking to obtain a rewarding and challenging position with a growth-oriented company that promotes a team environment and reaching the highest possible standards and to use my knowledge skills to further profits of both myself and the company.

**QUALIFICATION SUMMARY**



* Extensive knowledge of principles and processes for providing customer and personal services, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction
* Extensive language skills, ability to speak English
* Very attentive, giving full attention to customers, taking time to understand the points being made, asking questions as appropriate, and conveying empathy
* Outstanding communication and interpersonal skills
* Positive and enthusiastic good attitude to work situations has the drive to meet the objectives despite constraints, positively and objectively provide suggestion ideas and input support to meet the common objective

**PROFESSIONAL EXPERIENCE**



**March 2014 - Nov 2016**



Organization: Bonnington Hotel & Residence Jumeirah Lake Tower /5\* (DUBAI/UAE) Designation: Outlet Cashier(Finance Department)

* Responsible for the securing of funds for daily transactions; depositing funds and balancing accounts and adhering to accounting practice for money handling.
* Receive payments in the authorised form: cash and/or credit, and debit card.
* Responsible every settlement bill and any complimentary (discount, entertainment, gift voucher)
* Responsible to reporting to Manager when an error is unwillingly made (the wrong post, void product, etc.), which requires authorisations to void an invoice issued by the system.
* Accurately carry out date entry of the operation to keep from voiding any printed transactions, invoices and/or receipt of sale due to any data correction or inconsistencies.
* Ensure correct calculation of the daily cashier’s report and look after the sales reports content, reconcile against the cash, credit card and deposit slip sales. Ensuring that

no difference is identified.

* Establish or identify prices of goods, services or admission, and tabulate bills using calculators or cash registers.
* Compile and maintain non-monetary reports and records at all times.

**March 2012 - March 2014**



Organization: Movenpick Jumeirah Beach Residence Hotel /5\* (DUBAI/UAE) Designation: Server, Barista, Outlet Cashier

* **Morning Shift** : Read the logbook, account money float, check the tidy andcleanliness back side, front side, outside terrace and side station, garnish, all product item and expired date, make requisitions item, order all store products, pick up item products(fruits garnish, juices, milk, water, coffee beans, ice cream and beverages item)
* **During Operational (Morning, Evening , Midnight Shift) :** Responsible forguest request, make order request, send order to the table, post the order at the system micros, responsible for sales money, credit card, voucher discount, duty meal manager level, A&G, A&P, Complimentary bills, Sales Daily Report cashier and cleanliness bar area and floor area inside and outside terrace.
* **The end of Shift:** Make daily sales report morning shift, account the float mustexactly, hand over to the next shift**.**
* **Midnight Shift:** Read the logbook, account sales and float money**,** arrange allbills, make daily sales report and settlement cashier, give all bills and sales money in cash envelope to safety box with sign of witness, general cleaning to all lobby lounge and terrace area, refill, make garnish**,** send back food item to the pastry kitchen, send dirty napkin, coaster, glass cloth and pick up the clean in housekeeping.

**December 2010 – January 2012**



Organization: Beach Rotana Abu Dhabi /5\* (ABU DHABI/UAE) Designation: Server

* **Prep Area** : Preparing Table set up, cutleries, napkin, refill salt and papers,wine glass, wine opener and Cleaning the side station area and dining floor
* **During Operational**: responsible for guest table from guest order untilhandling bill (sequence of service) for daily operational
* **Cashier:** Take the cash float and responsible for sales money, credit card,cash money, debit card, discount bill and daily report cashier
* **Sales Person:** Responsible about taking order, make sure offers all item fromappetisers and any combine with the food until dessert and more



**Professional Development**

* SDN Jatibening Indah School. (1989-1994)
* SMPN 06 Junior High School (1994-1997)
* SMIP Paramitha High School (1997-1999)
* Jakarta Tourism Academic of Higher Education Hotel Management.

(1999-2003)

**EXTRA CURRICULAR EXPERIENCE**



* Member of Gathering alumni’s College as Food & Beverage Coordinator in July 2002
* Become of Ramadan Gathering team for Preparation and Serving food and beverage for state guest from governor at Jakarta tourism academic of Higher education in 2002

**PERSONAL DETAILS**



Language known: English, Arabic bit

Personal Interest: Learning Languages, Volunteer work

Hobbies: Reading, Music, Traveling