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JAFRAN

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**Personal Summary**

A highly motivate individual and seeking a quality environment where my knowledge can be share and enrich. Seeking a challenging environment that encourages learning and creativity. I would like to gain new skill while utilizing my current area expertise of procurement and employee satisfaction services within a positive team environment.

**Work Experiences in UAE**

**Cold Stone Creamery (Apparel Group Company)**

**February 2016 till February2018 Position – Service In charge**

* Delivers consistent and outstanding guest service through friendly attitude, attentive behavior and strong product knowledge
* Enhances the guest experience by following the Principles: Smile, Eye Contact, and Thank You
* Ensures every guest receives a prompt and warm greeting within 5 seconds at front counter and drive-thru.
* Maintains speed of service targets by working efficiently with a sense of urgency to fill orders and meet guests’ needs.
* Promptly executes service recovery for any guest concerns or complaints by making it right with the guest, regardless of involvement in the issue.
* Follows all Operations standards and guidelines for preparation of products according to training and instructional materials provided.
* Prepares all products as required, following the order monitor to ensure the accuracy of every order.
* Communicates showcase and product needs to ensure proper product availability for guests.
* Regularly takes temperatures of the required products and records in the Time & Temperature Log.
* Receives payment by cash, credit cards, vouchers or automatic debits.

**Recognitions** : Top Seller of the year 2017

* Top seller of the month for many times.
* Most popular Customer Service Crew
* Promoted as a Service in Charge (Team Leader)

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