|  |  |
| --- | --- |
| **Rajan**  ***Head Cashier Professional***  **E-mail:** [rajan.144868@2freemail.com](mailto:rajan.144868@2freemail.com) | C:\Users\CVWriter\Desktop\Untitled.jpg |

|  |  |
| --- | --- |
| **Profile Synopsis** |  |

Versatile, Dynamic and Service-oriented Professional equipped with 18+ years of diverse experience, and peculiarity for a solid career foundation in a progressive enterprise; Manifest broad experience encompassing Outlet Supervisor, Head Cashier, Guest Relations, General Administration and Customer Service. Possess capabilities in performing multiple tasks such as training and assigning tasks to staff, scheduling shifts, collecting cash, and reconciling cash with receipts. Demonstrated leadership and supervisory skills with excellent skills in numerical analysis, reporting, communication, analytical, coordination, organization, time management, problem solving and interpersonal skills; Regarded as a flexible team leader who is adaptive to change and resourceful in getting the job done. Seeks a rewarding career in any progressive industry where challenges and scope of responsibility are greater so as to exercise skills and widen knowledge into a bigger perspective.

|  |  |
| --- | --- |
| **Strengths** | |
| * Gained 18+ years experience within diversified industry * Astute in Reconciliation/Cash & Accounts Management * Adept in Billing, Calculations and other Transactions * Skilled in collecting & reconciling cash with receipts * Excellent numerical/analytical & interpersonal skills | * Acquired expertise as Head Cashier & Outlet In-charge * Excellent Numeracy/Organization & Leadership Skills * Strictly adhere to accounting principles & practices * Outstanding client service & optimistic demeanor * Proactive, Goal focused, Vibrant Personality |

|  |  |
| --- | --- |
| **Career Snapshot** |  |

**Head Cashier –** Moscow Hotel, Byblos Hospitality, Dubai **2012 – Present**

**Outlet Cashier –** Moscow Hotel, Byblos Hospitality, Dubai **2012 – 2008**

**Head Cashier –** Regal Plaza Hotel, Dubai **2007 – 2008**

**Outlet Cashier –** Regal Plaza Hotel, Dubai **2006 – 2007**

**Store Keeper –** Regent Palace Hotel, Dubai **2004 – 2006**

**Outlet Cashier –** Regent Palace Hotel, Dubai **2002 – 2004**

**Reception cum Cashier –** Business India Trading Co. Kerala India **2000 – 2002**

**Cashier –** Paramount Hotel, Kerala India **1999 – 2000**

|  |  |
| --- | --- |
| **Areas of Expertise** |  |

**Head Cashier**

* Supervise the activities of checkout stations on a constant basis. Handle store operations in the absence of store managers. Evaluate performance of cashier’s staff and provide managers with information on appraisals.
* Monitor the work of cashiers on a daily basis. Create and distribute cashier schedules and till allocation.
* Ensure that workload is equally divided between cash registers. Perform cashier duties during cashiers’ absence or extreme workload.
* Received payment by cash, credit cards, or debits, and issued receipts, refunds, credits, or change due to customers.
* Posts revenue centre charges to guest accounts, Receives Payments from guest accounts at check-out. Coordinates the billing of credit card and direct-billed guest accounts with the accounting division.
* Ensure that all guest accounts are balanced by the cashier at the close of each shift. Answer all guest related inquiries regarding fees and services.
* Complete cashier pre-shift supply checklist and completes guest check-in procedures.
* Clarifies customers question or concerns about the charges on their bills. Maintains adequate supplies of outlet stationery for cashiers.
* Assists with distribution of month end reports as directed by accounts or front office manager.
* Maintains a track of all high balance guests. Check and follow up on all bills on hold.
* Check the billing instructions are correct for all expected departure guest and setup required auto routing or auto transfer on the PMS / Guest folio.
* Balances department totals at the close of the shift, cash at the close of the shift and manages safe deposit boxes.
* Provided customer service by greeting and assisting customers, and responding to customer inquiries and complaints.

|  |  |
| --- | --- |
| **Proven Job Role** |  |

**Head Cashier –** Moscow Hotel, Byblos Hospitality, Dubai

* Monitored the work of cashiers on a daily basis. Handled cash, check, credit and automatic debit card transactions with 100% accuracy.
* Ensured that workload is equally divided between cash registers. Perform cashier duties during cashiers’ absence or extreme workload.
* Performed a variety of banking services for guests, such as check cashing and foreign currency exchange.
* Follow up on all deposit dues / deposit to be paid. Post charges to guest accounts.
* Effectively handle paid-outs and transfer guest balances to other accounts as required.
* Issued cash, checks for guests following the approval policy and complete guest check-out procedures.
* Settled guest accounts and dispenses guest records after the guest checkout
* Handled cash, traveler’s cheque, credit cards and direct billing requests properly.

|  |  |
| --- | --- |
| **Educational Qualification** |  |

* S.S.L.C Passed From Board of Education Government Kerala Sate, India
* Pre degree from M.G University, Kerala India
* Diploma in Computer Application from Tandem Institute of Computer Technology, Trivandrum (Indira Gandhi Open University) India.

|  |  |
| --- | --- |
| **I.T Proficiency** |  |

* Diploma in MS Office application (Word, Advance Excel, PowerPoint, Email application & Internet).

|  |  |
| --- | --- |
| **Personal Details** |  |

Nationality : Indian

Date of Birth : 09th Apr 1975

Marital Status : Married

Visa Status : Employment

Languages : English, Hindi, Malayalam & Tamil