

**Sanjay**

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# OBJECTIVE

 Offering the successful experience and strong skills of customer service/sales, with professional attitude, knowledge of sales coordination and passion to work in this industry, I would like to join your reputed company where I would exceed the expectation of performance with dedication for the position of sales or customer service related responsibilities.

# COMPETENCIES

* Professional image, polished presentation at any time while dealing with the customers
* Ability to influence and build relationships at all levels especially with external customers
* Good team player and committed to achieve assigned target within timeframe
* Strong work ethic, Self-motivated, self-organized and willingness to learn faster and work under pressure
* An eye for styling merchandising
* Having knowledge of the store products and merchandising

# EMPLOYMENT HISTORY

* Company name: **Taste Kitchen Restaurant**

Position: **Waiter**

**2017- PRESENT**

Duties and Responsibilities:

* Greet and escort customers to their tables
* Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
* Prepare tables by setting up linens, silverware and glasses
* Inform customers about the day’s specials
* Offer menu recommendations upon request
* Up-sell additional products when appropriate
* Take accurate food and drinks orders, using a POS ordering software, order  slips or by memorization
* Check customers’ IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
* Communicate order details to the Kitchen Staff
* Serve food and drink orders
* Check dishes and kitchenware for cleanliness and presentation and report any problems
* Arrange table settings and maintain a tidy dining area
* Follow all relevant health department regulations
* Provide excellent customer service to guests
* Company name: **Spinneys Dubai L.L.C.**

Position: **Customer Service Assistant**

**2013- 2016**

Duties and Responsibilities:

* + Greeting customers who enter the store
  + Assisting customers to find the goods and products they are looking for
  + Handle customer complaints and enquires per companies’ policies
  + When required wrapping up purchased items for customer
  + Giving the price of the products purchased by the customer
  + Checking the inventory listing with actual stock on the shop shelves
  + Keeping merchandise orderly and neat in appearance
  + Restocking the sales area
  + Setting up promotional displays
  + Reporting customer feedbacks and required improvements to the manager
  + Making sure that the customer’s experience is a positive one
* Company name: **Bhat Bhateni Shopping Mall**

Position: **Customer Service Representative**

**2010 March-2012 December**

Duties and Responsibilities:

* + Greeting customers who enter the store
  + Provide customer information regarding the mall shops location
  + Help customer regarding there complains about the shops and customer service satisfaction
  + Provide customer information with products and service information
  + Keeping merchandise orderly and neat in appearance
  + Restocking the sales area
  + Setting up promotional displays
  + Update customer information, handle customer complaints and enquiries.
  + Making sure that the customer’s experience is a positive one

# EDUCATIONAL BACKGROUND

Tertiary: Xavier International College

**Hotel Management**

Kathmandu, Nepal

# PERSONAL BACKGROUND

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| Nationality: | Nepalese |
| Date of Birth: | February 06,1993 |
| Age: | 23 |
| Marital Status: | Single |

Languages known: English, Hindi and Nepali

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| **Declaration** |  |

I hereby declare that all information furnished in this document is true to my knowledge and belief.