**SURENDER**

 **Email:** **surrender.387535@2freemail.com**

**PROFESSIONAL**

**SUMMARY** Upbeat and flexible Cashier cum service who is highly energetic, outgoing and detail-oriented, Handle multiple responsibilities simultaneously while providing exceptional customer service. Driven and result-focused with expertise in multiple restaurant roles.

|  |  |
| --- | --- |
| Customer serviceAccurate money handlingOperation managementIssue resolutionActive listening skillsPos software expertNegotiation   | Opening and closing procedureData entryInventory managementCredits and transactionsBasic administration knowledge Vendor Management  |

**SKILLS**

**WORK HISTORY Restaurant cashier cum Service.** *C&cfood (TheMunchBox)*

 New Delhi, India. June 2017 to December 2018

* Greet customers including answering phones and directing customers inquires to the appropriate party.
* Monitored cash intake and deposit records to increase accuracy and reduce discrepancies.
* Handled scheduling to insure proper for high-volume shift and seasonal promotions.
* Provided excellent customers service, driving membership loyalty and increasing customers’ satisfactions rates.
* Supported Store opening by setting up office space, equipment and POS Systems.
* Performed IT supported by troubleshooting, updating device and supporting software needs.
* Managed monthly inventory transitions by creating templates to ensure optimal food and beverage stock.

**Restaurant cashier cum Service.** *TASA ASSOCIATES* (*BUN-INTENDED*)

New Delhi, India. April 2016 to May 2017

* Inform customers about services available and assesses customers’ needs.
* Updated team members about changes in restaurant products services, pricing and polices.
* Greeted and welcomed all restaurant guests with smile.
* Improve customer’s service rating through zomato, swiggy & Foodpanda.
* Managed all day of cash in proper way.

 **Restaurant cashier.** *MAD ASSOSIATES (BAKING BAD)*

New Delhi, India. October 2014 to March 2016

* Resolve escalated issue with angry customers.
* Enter details such as payments, account information and call logs into the computer system.
* Responded to customers request via telephone and email.
* Support head chef with daily operational functions.

**CERTIFICATION** Degree in Bachelor of computer application.

Diploma in Advanced Computer Application.

**EDUCATION Bachelor of Computer Application.** *Maharshi Dayand University*

 Rohtak, HR India. 2014

 **12th Passed from** Navyug School, Sarojini Nagar,

 DL India. 2010

 **10th Passed from** Navyug School, Sarojini Nagar,

 DL India. 2008

**PERSONAL RECORD**

**Marital Status:**  Single

**DOB:** 15-August-1992

**Nationality:** Indian

**Languages Known:** English & Hindi