

Ana Rubio

CASHIER / SERVICE CREW - Burger Bureau

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To learn on in a competent and recognized company that will allow me to acquire skills and gain valuable work experience that will serve as a solid foundation for my personal and professional growth and will enable me to make a positive outcome.

WORK EXPERIENCE

CASHIER / SERVICE CREW

Burger Bureau - Abu Dhabi - March 2014 to Present

- Receive payment by Cash or Credit Cards, vouchers or automatic debits
- Issue receipts, refunds, credits or change due to customers
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change
- Greet customers entering establishments
- Maintain clean and orderly checkout areas.
- Establish or identify prices of goods, services or admission and tabulate bills using calculators or cash registers.
- Issue trading stamps, redeem food stamps and coupons.
- Answer customer's questions and provide information on procedure or policies.
- Calculate total payments received during a time period and reconcile this with total sales.
- Wrap, sort and count currency and coins.
- Compile and maintain non-monetary reports and records.
- Post charges against guests' accounts.

SERVICE CREW / CASHIER

ADNOC 2 SAADIYAT ISLAND

- Greet customers, settle them down and take order
- Process the order, generate bills and answer guest queries about the deal offers and service time
- Clean up the tables after the guest leave and set them for the next guests
- Pack and serve warm food efficiently in accordance with the order
- Help in the kitchen

CUSTOMER SERVICE / SECRETARY

SERENITY RESTAURANT - February 2014 to January 2015

- Deliver excellent customer service, at all times
- Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail
- Administer all reservations, cancellations and no-shows, in line with company policy
- Greet customers warmly and ascertain problem or reason for calling
- Take payment information and other pertinent information such as addresses and phone numbers.
- Handle product recalls.
- Attempt to persuade customer to reconsider cancellation.
- Attending meetings, taking minutes and keeping notes
- Maintaining and managing budget as well as invoicing

- Prioritized daily workflows, including all inbound calls, quotes and other related inquiries
- Organizing and storing paper works, documents and computer based information
- Inform customer of deals and promotions.

ADMIN STAFF

Tony Roma's - May 2013 to January 2014

- Use telephones to reach out to customers and verify account information.
- Answer telephones and give information to callers, take messages or transfer calls to appropriate individuals.
- Maintain scheduling and calendar events
- Preparing and distributing papers and documents for meeting
- Prepares price quotation - based on Customer's Inquiry
- Establish work procedures and schedules and keep track of the daily work of clerical staff
- Monitoring of Stocks allocated
- Count, identify, arrange and check outgoing materials in the stock room
- Maintain a continuous inventory records showing materials received and disbursed, and amount of available stocks.
- Collect and disburse funds from cash accounts and keep records of collections and disbursements
- assist with placement of orders, refunds, or exchanges
- Take payment information and other pertinent information such as addresses and phone numbers.
- Greet customers entering establishments

EDUCATION

Culinary Arts

Lyceum of the Philippines University

June 2009 to April 2013

ADDITIONAL INFORMATION

SKILLS

- Communication and writing skills.
- Computer literate
- Ability to work at flexible hours.
- Ability to multitask.
- Ability to work under pressure
- Self-motivated
- Salesforce
- Communicating with customers Skills
- Detail-oriented
- Adept multi- tasker
- Receiving Report processing
- Purchase Request and Purchase Order Processing
- Microsoft Office Literate