

Anusha Thapa

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WWW: [Bold Profile](#)

Summary

Motivated customer service and sales professional seeking increasing responsibility in retail environment. Remarkable leading new employees and maximize team performance. Skilled Head Cashier specializing in sales, service, and team leadership. Outgoing Customer Service Cashier well-versed in loss prevention techniques and proficient in POS and register systems. Energetic self-starter with outstanding active listening abilities. Diligent Customer Service with excellent multitasking, organizational and time management abilities. Skilled at promoting items and completing customer sales, smoothly suggesting purchases to drive revenue and promoting positive experiences to strengthen customer loyalty. Familiar with and adaptable to new processes and procedures.

Skills

- Hospitality Management
- Linens and Toiletries Cleaning Bathrooms
- Service Quality
- Hospitality Environments
- Check Processing
- Customer Service
- Order Coordination
- Team Support and Collaboration
- Cash Handling
- Payment Collection
- Customer Complaint Resolution
- Cash Management
- Positive and Professional
- Customer Satisfaction
- Customer Inquiries

Experience

CUSTOMER SERVICE CASHIER | 09/2023 - Current

Angel Brows and skincare - Rouse Hill, NSW

- Welcomed customers, offering assistance to help find store items.
- Resolved customer complaints in a professional manner.
- Answered customers' questions and provided information on store procedures or policies.
- Stocked shelves, racks, cases, bins, and tables with new or transferred merchandise.
- Provided excellent customer service by helping customers locate items they were looking for.
- Assisted customers with locating merchandise within the store.
- Maintained clean and orderly checkout areas by sanitizing register belts, emptying trash cans and organizing candy racks.
- Organized items purchased by customers according to their type or size for easy retrieval during checkout.
- Processed customer payments quickly and returned exact change and receipts.
- Maintained current knowledge of store promotions to highlight sales to customers.
- Operated cash registers to process payments for goods and services.
- Performed daily opening and closing procedures such as counting money in cash drawers and checking bank deposits against total sales receipts for accuracy.

ROOM ATTENDANT | 05/2023 - Current

Meriton Suites - Sydney, NSW

- Cleaned guest rooms to meet company and departmental standards
- Changed and replenished bed linens, towels, and guest amenities
- Responded promptly to special guest requests, delivering exceptional service and experience
- Cleaned bathrooms and wiped down high-touch surfaces with appropriate solutions
- Ensured all linens were properly laundered, folded, stored, and replaced according to hotel standards
- Assisted with resolving any complaints from guests regarding housekeeping services provided
- Updated room status and completed requisite departmental paperwork
- Notified housekeeping office of repairs needed in guest rooms.

CARER | 06/2023 - 11/2024**Advantaged Care - Sutherland, NSW**

- Monitored health and well-being of clients and reported significant health changes.
- Maintained clean and well-organized environment for client happiness and safety.
- Helped clients communicate with loved ones by typing written messages and relaying verbal messages.
- Assisted with meal planning to meet nutritional plans.
- Recorded client status progress and challenges in logbooks and reports.
- Partnered with registered nurses and physiotherapists to provide care to patients.
- Contributed to case reviews of client status and progress.
- Organized recreational activities to promote physical and mental wellbeing of the clients.

CLEANER | 07/2023 - 10/2024**Parramatta Square - Parramatta, Nsw**

- Vacuumed carpeted areas and mopped solid surfaces with proper chemical solutions.
- Completed deep-cleaning floor buffing, carpet cleaning, duct cleaning and wall washing.
- Notified managers of repair needs or additions to building operating systems.
- Cleared snow, leaves, trash and debris from steps, walkways and areas around building entrances and exits, maintaining cleanliness and appearance of premises.
- Replenished supply of hand soap, paper towels and other consumables.
- Kept bathrooms in clean, functional condition by scrubbing stalls, sanitizing sinks, and tidying storage shelves.
- Removed trash bags, broke down boxes and placed recyclable materials in designated disposal areas.
- Monitored supply levels and requested new items to maintain completing daily cleaning tasks.
- Cleaned windows, glass partitions and mirrors with cleaners and sponges.
- Kept business entrances clean, tidy and professional in appearance.
- Completed in-depth restroom cleanings to sanitize partitions, decorations, sinks, counters and mirrors.

KITCHEN HAND | 05/2023 - 09/2024**Advantaged care - Sutherland, NSW**

- Answered customer inquiries and provided accurate information regarding products and services.
- Presented existing and prospective customers with valuable service or product information to aid in decision-making.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Assisted customers with making payments or establishing payment plans to bring accounts current.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Remained calm and professional in stressful circumstances and effectively diffused tense situations.
- Took and recorded temperatures of food, refrigerators and freezers.
- Helped management stay on top of supply needs by sharing information about low or spoiled inventory.
- Performed general maintenance duties such as replacing light bulbs and repairing broken equipment parts.
- Followed recipes and customer requests to prepare meals.
- Restocked condiments on tables throughout restaurant dining room.
- Disposed of garbage according to health regulations.

- Assisted cooks in preparing meals by washing vegetables and fruits, cutting meats and other tasks as needed.
- Prepared meats, vegetables or desserts according to orders or instructions.
- Maintained inventory of kitchen supplies and equipment needs.
- Distributed food to waiters and waitresses to serve customers.
- Maintained high standards of customer service during high-volume work shifts and fast-paced operations.
- Acquired new skills to support team and further accommodate customer needs.
- Stocked shelves with food supplies, such as canned goods and dry ingredients.

Education and Training

Australia Catholic University - North Sydney | BBA

Languages

English:



Hindi:



Nepali:

