

ASHMITA SHERCHAN

PREFER NAME: AZUMI

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Summery

Motivation customer service representative committed to providing high-quality service for superior guest experiences. Positive, infectious personality with excellent interpersonal and relationship-building skills, improving customer satisfaction and loyalty.

Education

Diploma of hotel management (2014-2016)
GATE (Global Academy of Tourism & Hospitality Education)
Mandikhatar, kathmandu, Nepal

Kathmandu Valley High School (2010)
Ring road , Kathmandu, Nepal

Experience

Parisi's food hall (2015-2021)

21 Dover height ,Rosebay,NSW

Customer service cashier (Current work)

- Scanning the items, bags and load purchases ,
- Handling cash, voucher transaction,
- Manage daily till opening and closing shop,
- Provide a pleasant shopping experience.
- Used POS system to enter orders, process payments and issue receipts
- Resolved customer complaints, maintained clean and appreciated by answering questions about the products sold throughout store .
- Maintained customer satisfaction with quick and professional handling of product returns
- Counted money in drawers at beginning and end of each shift.
- Maintained regular and consistent attendance and punctuality.

Coffee club Randwick (2016-2017)

Work as a all-rounder

- *Taking Coffee and food order*
- *Making coffee and Handling the pressure,*
- *Serving drink and food ,*
- *Stock check and ordering products*
- *Hygiene maintains,*
- *Training new team members with positive reinforcement and encouraging coaching*
- *Sanitized equipment and wiped down counter and tables*
- *Memorized recipes for specially Coffee beverage and seasonal offerings.*
- *Cultived to recall customer names and address each by name .*

Skills

- Work task prioritization
- Credit and refunds
- Sweeping and mopping
- Customer service and assistance
- POS Inventory system operation
- Cash register
- Food and beverage experience

Training (march 2021)

*Four weeks of placement in Bayswater Gardens Nursing Home
(Abbotsford, NSW ,Australia)*

Successfully completed cert III & cert IV.