



Zeeshan Naseer

Date of birth: 09/09/1992 | **Nationality:** Pakistani | **Gender:** Male |

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ABOUT ME

Seeking a Deserving profile in the Hospitality industry, where I can deliver my expertise and innovation skills while maintaining the integrity and work ethics of the working environment thereby maintaining the reputation of the organization.

WORK EXPERIENCE

04/2022 – 11/2023 Lahore, Pakistan

OUTLET CASHIER MARCO POLO RESTAURANT PEARL CONTINENTAL HOTEL

- Received payment as cash, credit cards, or automatic debits
- Issue receipts, refunds, credits, or changes due to customers.
- Calculate the total payment received during the period, and reconcile this with total sales.
- Prepare daily cashiering forms and operational forms.
- Handle cash effectively, and efficiently, with integrity and proper accounting procedures.
- Complete knowledge of menus and up-to-date information about specialties and menus.
- Answer all phone calls promptly and efficiently, using the correct greeting.
- Carry out proper cashiering procedures as set by hotel standards.
- The ability to maintain a clean, neat, and orderly order-taker cabin throughout service.
- Reporting any guest comments to the superior, and completing the guest preference sheet.
- Communicate to both internal and external customers in a polite, courteous, and constructive manner.
- Follow safety, sanitation, and hygiene policies.
- Participate in internal training and necessary meetings.
- Maintain good working relationships with colleagues and all other departments.

09/2020 – 03/2022 Lahore, Pakistan

OUTLET CASHIER MARIAN HOTEL

- Received payment as cash, credit cards, or automatic debits
- Issue receipts, refunds, credits, or changes due to customers.
- Calculate the total payment received during the period, and reconcile this with total sales.
- Prepare daily cashiering forms and operational forms.
- Handle cash effectively, and efficiently, with integrity and proper accounting procedures.
- Complete knowledge of menus and up-to-date information about specialties and menus.
- Answer all phone calls promptly and efficiently, using the correct greeting.
- Carry out proper cashiering procedures as set by hotel standards.
- The ability to maintain a clean, neat, and orderly order-taker cabin throughout service.
- Reporting any guest comments to the superior, and completing the guest preference sheet.
- Communicate to both internal and external customers in a polite, courteous, and constructive manner.
- Follow safety, sanitation, and hygiene policies.
- Participate in internal training and necessary meetings.
- Maintain good working relationships with colleagues and all other departments.

● EDUCATION AND TRAINING

2015 Lahore, Pakistan

B. COM University of the Punjab Lahore Pakistan.

2012 Gujranwala, Pakistan

I. COM Board of Intermediate and secondary Education

2010 Islamabad, Pakistan

MATRIC Board of Intermediate and Secondary Education Islamabad

● LANGUAGE SKILLS

Mother tongue(s): **URDU**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B2	B2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Microsoft Word | Microsoft Powerpoint | microsoft excel

● ADDITIONAL INFORMATION

COMMUNICATION AND INTERPERSONAL SKILLS

Skills

- Good communication Skills
 - IELTS (International English Language Testing System)
 - Possess strong analytical and problem-solving skills.
 - Having a good command on MS office
 - Software installation.
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