

AMAR SINGH

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Restaurant cashier with a proven record in fast-paced hospitality environments such as McDonald's and Starbucks. Skilled at handling transactions, providing quality customer service, and managing cash registers, with a commitment to accuracy, efficiency, and customer satisfaction.

Professional Experience

Senior Restaurant Cashier | McDonald's Corporation | Philadelphia, PA

JANUARY 2020 TO PRESENT

- Process around 200 customer transactions per day, ensuring all payments are secure and correctly recorded
- Provide quality customer service, quickly resolving any complaints or issues and maintaining a customer satisfaction rate of over 95%
- Balance cash register at end of each shift and report any discrepancies to management, reducing cash handling errors by 30%

Restaurant Cashier | Starbucks Corporation | Las Vegas, NV

JUNE 2018 TO DECEMBER 2019

- Processed customer transactions efficiently, giving correct change, and providing receipts, handling around 150 transactions per day
- Answered customer questions about the menu and Starbucks policies, contributing to a positive customer experience
- Helped manage cash register to ensure it was correctly stocked with change and closed out at the end of the day

Key Skills

- Cash register operation
- Customer service and satisfaction
- Transaction processing

Education

Bachelor's Degree in Hospitality Management | University of Nevada | Las Vegas, NV

Associate Degree in Business Administration | Community College of Philadelphia | Philadelphia, PA

Diploma in Customer Service Management | Penn Foster Career School | Scranton, PA

Professional Development

- ServSafe Food Handler Certificate (SFHC), National Restaurant Association
- National Professional Certification in Customer Service (NPCCS), National Retail Federation
- Certified Restaurant Server (CRS), American Hotel & Lodging Educational Institute