

# Zachariah Njoroge

Front End Developer at Delivery Hero

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## Languages

English

## About

With extensive experience in fast-paced retail environments, I've mastered customer service, POS transactions, and sales promotions. Having worked at Nando's UK and McDonald's, my skills in enhancing customer satisfaction and operational efficiency are well-honed, particularly in high street settings.

### BRANDS WORKED WITH

- McDonald's
- Nando's UK(June
- Oxfam
- Randstad UK

## Experience

### ● Front of House Nandoca

Nando's UK(June | Jan 2022 - Feb 2024

- I anticipated the customer needs by providing them with high quality service ranging from delivering the food to cleaning the store whilst upholding brand standards and values
- Accurately handled the POS system transactions that include credit, cash, exchange, returns and redunds to ensure a simple, seamless and accurate cashflow.
- I actively encouraged the customers about the latest sales offers and loyalty programs that active within the company.
- I happily guided customers through to their designated seats within the restaurant.

### ● Wimbledon Village Volunteer

| Apr 2021 - Sep 2023

- I provide customers with high quality customer service along with dignity and respect
- I am very good at organizing stock and cleaning after hours.
- I take good care of the valuable Items and communicate effectively to customers



### ● Food Delivery Courier

Randstad UK | Oct 2021 - Jun 2022

- Deliver food on time and effectively.
- Deliver food in safe and clean manner
- I developed my customer service skills that helped me achieve my goals
- I boosted the companies sales by 4% and increased customer satisfaction by 14%



### ● Team Member

McDonald's | Aug 2020 - Sep 2021

- Replenished and stocked service stations, cabinets, and tables, and followed safety protocols to ensure an enjoyable dining experience.
- Greeted customers and answered their questions about menu items, specialty items, promotions, and combinations.
- Conducted accurate sales transactions in-store and on drive-thru shifts in an efficient and timely manner.
- Cleaned assigned work areas, dining tables, and serving counters meeting establish quality standards.

## Education & Training

2019 - 2022

### ● Coulsdon Sixth Form College

Level 3 Creative Media Production,

