



# Arbaaz Galab

CUSTOMER SERVICE

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## Languages

English (Fluent)

## About

I excel in customer service, processing transactions, upselling, and maintaining shop standards. With experience in managing stock and achieving sales targets, I'm ready to contribute effectively to any retail team on a part-time basis. Fluent in English.

### BRANDS WORKED WITH

Chaiwala (Holborn)

Entain Group

## Experience

### ● Retail Customer Service

Entain Group | Apr 2023 - Aug 2023

Key Responsibilities:

- Process customer transactions including cash handling.
- Help demonstrate betting terminals and gaming machines to customers.
- Handle customer complaints or concerns with empathy and problem-solving skills.
- Work towards defined targets and goals.
- Maintain high shop standards.

### ● Front of the House

Chaiwala (Holborn) | Dec 2022 - Apr 2023

Key Responsibilities:

- Operating the till and taking customer orders and catering them.
- Preparing drinks such as Chai latte, Hot chocolate, Frappe, Iced Tea & Coffee in line with the company recipes. Baking and stocking pastries in a timely manner.
- Packing the orders received on Uber eats & Deliveroo.
- Managing shop floor stocks, highlighting any stock requirements to the store manager.
- Restocking shelves and displays. Ensuring the seating area is clean and presentable.
- Delivering exceptional customer experience by suggesting platter to the customer.
- Upselling items to the customers whilst taking order and achieving the store sales targets & KPIs.

## Education & Training

2022 - 2023

### ● GCU

MSc Insurance and Sustainable Risk Management,

2021

### ● Macquarie University

Excel Skills for Business essentials,

2017

### ● Thakur College

Bachelor's degree in Accounting and Finance,,

2014

### ● Nirmala College

Higher Secondary Certificate,

2012

### ● Holy Cross Convent School

School Certificate,