

Atharva Gothoskar

Receptionist

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Languages

English

About

With a diverse background in retail and hospitality, I excel in creating exceptional customer experiences, from detailed product management to exceeding sales targets as a Shop Assistant. Fluent in basic English, my adaptability enhances communication across various retail settings.

BRANDS WORKED WITH

Appetite4work London

Barback (Midwinter Ltd.)

D-Mart

(London Stadium, Twickenham Stadium, Tottenham)

Mamma Mia the Party, The Old Vic Services

Mockingbird Café Bar

Ushers (The Old Vic Services)

Wankhede Stadium

Experience

● Agency Hospitality Staff

Appetite4work London | Nov 2023 - Now

1) VIP Waiting Staff (The Brewery, Excel London, Mamma Mia the Party):

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- Worked at a premium lounge at different venues.
- Welcome guests and create a friendly dining atmosphere.
- Served around 80-100 guests per shift in premium lounge.

● Waiter

Mockingbird Café Bar | Dec 2022 - Jul 2023

- Welcome customers and introduce them to the menu.
- Interact with customers and create a friendly dining atmosphere.
- Taking the customers' orders and delivering them to the kitchen staff for preparation.
- Confirm that the food items match the orders and serve them to the tables.
- Engage with customers to ensure they are satisfied and have an enjoyable dining experience.
- Assist with bills and payments.
- Delivered quality food and beverage service to over 80 guests per shift.

● Retail Assistant

D-Mart | Apr 2022 - Oct 2022

- Opened new merchandise boxes and stocked sales floor racks and shelves with latest items.
- Promoted special offers and loyalty program with upselling skills.
- Boosted sales and improved customer satisfaction by providing attentive, personalized clientservices.
- Processed cash and card payments during busy shopping periods to minimize customer waitingtimes.
- Kept sufficient inventory supply and stock on shelves and in store-rooms.
- Work in FIFO system.
- Solving customers queries about products.
- Communicated effectively to determine customer needs, provide recommendations, and upsellservices.
- Maintained, clean, presentable, and stunning product displays by conducting routine visualmerchandising tasks and deep cleans.

● Event Crew

Wankhede Stadium | Feb 2022 - Mar 2022

- Verifying the age of attendees to ensure legal drinking age compliance.
- Pouring drinks.
- Maintain Cleanliness.
- Customer Service.
- Crowd control.

- **Receptionist, Cloakroom**

Mamma Mia the Party, The Old Vic Services |

- Managed front desk duties including greeting guests, answering calls.
- Overseeing coat check services and ensuring the safe storage.

- **Till Operator**

(London Stadium, Twickenham Stadium, Tottenham |

StoneX Stadium): -

- Ensuring the smooth and efficient operation of the till.
- Responsible for processing transactions and electronic payments.

- **Ushers (The Old Vic Services) |**

- Assisting patrons by guiding them to their seats.
- Responsible for maintaining a quiet and respectful atmosphere during the show.
- Ensuring smooth flow during entry and exit.
- Helping with any issues the audience may have.

- **Barback (Midwinter Ltd.) |**

- Supporting bartenders by restocking supplies and cleaning glassware.
- Ensuring bar is well prepared for service.
- Maintaining clean and organized work area.

Education & Training

- **Loughborough University**

Masters in Artificial Intelligence and Data Analytics,

- **University of Mumbai**

Bachelors in data science and business Intelligence,