

# Bishma Khuram

Member Technical Staff

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## Languages

English

## About

With experience from Travelodge to the British Heart Foundation, I am adept at customer service, sales processing, and multitasking in fast-paced environments. Passionate about delivering exceptional retail experiences, my goal is to contribute positively to any dynamic retail team.

### BRANDS WORKED WITH

Travelodge

British Heart Foundation

Pizza Hut

## Experience



### ● Hotel Receptionist

Travelodge | Oct 2022 - Dec 2023

Greet and welcome guests as they arrive at the hotel - Check-in and check-out guests, ensuring all necessary documentation is completed accurately - Provide information about hotel facilities, services, and local attractions - Handle guest inquiries, requests, and complaints in a professional and timely manner - Answer phone calls and direct them to the appropriate department or staff member - Assist with reservations and manage room availability - Maintain a clean and organized front desk area - Process payments and maintain accurate records of financial transactions



### ● Volunteer

British Heart Foundation | Mar 2022 - Dec 2022

- Processed sales, exchange and refund transactions efficiently to reduce customer waiting times
- Reduced customer wait times through optimized check out processes
- Completed opening and closing procedures each day
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.



### ● Kitchen Staff Member

Pizza Hut | Jan 2022 - Sep 2022

- Making sure I follow recipes to perfection, keeping a keen eye on food quality and keeping focused on safety/ food hygiene regulations. Engaging with customers and receiving payments helped gain lots of skills as well such as multi-tasking.

## Education & Training

### ● Finance and Management University of Westminster

Bachelor of Science,