

ESTHER AGGREY

+233 54 396 6052 | Janetaggrey99@gmail.com

Accra, Ghana

PROFESSIONAL PROFILE

Reliable and customer-focused **Receptionist and Cashier** with hands-on experience in hospitality and retail environments in Ghana and Dubai. Skilled in front-desk operations, cash handling, customer service, and maintaining a professional work environment. Known for good communication, accuracy, and a calm approach to customer interactions.

KEY SKILLS

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|-------------------------------------|---|
| • Front Desk & Reception Duties | • Record Keeping & Daily Reconciliation |
| • Cash Handling & POS Operations | • Communication & Interpersonal Skills |
| • Customer Service & Client Support | • Team Collaboration |
| | • Time Management & Multitasking |

PROFESSIONAL EXPERIENCE

Receptionist / Cashier

KFC Ghana, June 2018 – September 2021

- Welcomed customers and handled front-desk enquiries
- Processed cash and electronic payments accurately
- Issued receipts and maintained daily transaction records
- Assisted customers with orders and service requests
- Ensured a clean, organized, and professional service area

Cashier / Sales Assistant

All Needs, Ghana, 2012 – 2015

- Assisted customers with purchases and enquiries
- Managed cash transactions and sales records
- Checked stock levels and supported inventory control
- Maintained positive relationships with customers

Receptionist / Cashier

Float Dubai, UAE, December 2022 – April 2023

- Managed customer reception and service coordination
- Handled payments and basic transaction records
- Ensured service areas were properly prepared and maintained
- Supported food and beverage service operations

Receptionist / Cashier

Arengo 1 Dip, Dubai, October 2022 – December 2023

- Attended to customers at the front desk
- Processed cash and card payments
- Balanced daily sales and handled basic reporting

EDUCATIONAL BACKGROUND

- **Higher National Diploma (HND)** – *Deferred*
University | 2020 – 2023
- **Senior High School**
West African Senior High School Certificate in Business | 2008 – 2012
- **Primary Education**
Basic Education Certificate Examination, 2005 – 2008

REFERENCES

Mr. Thomastina (Shift Manager) 050 224 0047