

# ESTHER AGGREY

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Accra, Ghana

## PROFESSIONAL PROFILE

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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
- Cash Handling & POS Operations
- Customer Service & Client Support
- Record Keeping & Daily Reconciliation
- Communication & Interpersonal Skills
- Team Collaboration
- Time Management & Multitasking

## PROFESSIONAL EXPERIENCE

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### **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**

*Arenco 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**

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- **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**

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**Mr.** Thomastina (Shift Manager) 050 224 0047