**Tefon Francis**

**25 Back Street, Arouca**

**Mobile: 1868-395-1222**

**Emergency contact: Shelly Burrowes** 1868-355-9342

**Email:tefon101@hotmail.com or [francistefon@gmail.com](mailto:francistefon@gmail.com)**

**Key Skills**

* Customer Service (phone and face-to-face)
* Problem solving
* Cash management
* Product selection

**Education**

* Dinsley Trincity Government Primary School - 1999-2006
* Malabar Secondary School 2006-2011

Grade 3 English A

Grade 3 Principals Of Business

Grade 5 Mathematics

Grade 5 Social Studies

**professional Referees**

**Chris Sootim -** Manager of Globenet Internet Cafe

**Contact :-** 1868-763-7452

**Area :-** E.M.R Arouca

**Lloyd Cave :-** Facilities Assistant at Phoenix Park Gas Processors LTD

**Contact :-** 1868-359-5157 / 1868-686-7917

**Area :-** Rio Grande Drive, Point Lisas

Industriel state, Point Lisas

**Personal attributes**

* **Effective Communication Skills:** Articulate communicator with an appreciation for the different communication styles required when working with other team members or with customers.
* **Honest and Reliable:** Able to take on tasks with a degree of responsibility due to strong morals and ethics ensuring honesty and reliability.
* **Flexible:** Understands the need to remain flexible to support last-minute demands and changes. Comfortable with changing environments and situations ensuring the ability to remain flexible and adaptable.
* **Time Management:** Dedicated to effectively prioritising and managing time by allocating tasks and activities and keeping track of them in diaries and daily to-do lists.

**professional work experience**

Detect and Deter Security Services 2011-2012

Prestige Holdings KFC 2012-2016

prestige holdings Kfc acting shift supervisor 2016-2017

**Front counter Cashier, Drive Tru & delivery operator**

*This first-time casual position involved undertaking extensive training in customer service skills and sales techniques for this well-known fast food outlet*

**Achievements and Contributions**

* **Customer Service:** Assisted customers with all orders. Ensured the accurate collection of information relating to specific orders and ad hoc requests.
* **Transaction Processing:** Managed cash, Debit or Credit Card payments. Accurately recorded all cash movements while following policies on large note transactions and cash out.
* **Leading a Shift:** Align and engage others around a clear agenda  Build other leaders Strategically influence the broader business  Enhance their critical-thinking and decision-making skills
* **Customer Service:** Shift Supervisors also assist team members in working with customers as they come into the restaurant. Like fellow team members, Shift Supervisors take customer orders and handle sales and purchases. If there is a customer issue or inquiry, the Shift Supervisor is the next point of contact for the customer if it has escalated from another team member. The Shift Supervisor then works to resolve the issue.
* **Store Maintenance:** Not only do Shift Supervisors maintain the quality of the food and products, but work to ensure team members meet the safety and cleanliness standards of both OSHA and KFC. These include standards for the parking lot, the exterior building and the removal of trash. The Shift Supervisor also checks the quality of the restaurant's equipment and makes sure inventory levels are being maintained.
* **Preparations:** The Shift Supervisor assists Assistant Unit Managers and RGMs in preparing deposits and putting together shift schedules for team members. In addition to this, Shift Supervisors also draft product projections and financials to be reviewed by the RGM.
* **Cleaning:** Attended to shift cleaning duties including general cleaning, rubbish removal and floor mopping to meet both Hazard Analysis and Critical Control Points (HACCP) and Food Safety regulations.