

Andrew Daniels

Retail Assistant

Dayjob Ltd
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PERSONAL STATEMENT

A polite and presentable young person who has an outgoing personality and who looks forward to working with a wide range of people in a set retail environment. Andrew has the ability to make an excellent first impression and can work efficiently and accurately in a fast paced service driven setting. As a natural sales person he can contribute to a stores turnover by not only selling their products, but also by delivering a first class shopping experience to customers that will have them wanting to visit the store again and again. Right now he is looking for a suitable position with a company that offers career progression and promotional prospects, coupled with a warm and friendly work place.

ACADEMIC QUALIFICATIONS

Coventry North College Diploma in Retail Sales	2011 - 2012 Pass
Birmingham South High School Maths	2008 - 2011 Pass
English	Pass
Geography	Pass
Physics	Pass
Business Studies	Pass

COMPETENCIES

- RETAIL**
- Tactfully dealing with customer enquiries, requests and complaints.
 - Providing valuable knowledge and up to date advice on store products.
 - Manning a till, making sure shopping is processed, packed and paid for without unnecessary delays.
 - Being on the shop floor, helping customers find what they want and explaining anything they need to know.
- SALES**
- Welcoming customers to the store in a professional manner.
 - Customer service focused and able to deal with one-to-one sales.
 - Operating the till systems, including cashing up and completing paper work at the start and end of shift.
 - Can-do attitude and natural flair for selling.
- PERSONAL**
- Using sound judgement to make decisions within established procedures.
 - Comfortable in a front line position and in meeting new people.
 - Able to deal with high levels of customer interaction in a busy retail environment.
 - Completing tasks and not leaving jobs for others to do.

RETAILING SKILLS ACQUIRED WHILST STUDYING

- Assisting shoppers to find the goods and products they are looking for.
- Following strict security procedures, and being on the lookout for shoplifters and fraudulent credit cards etc.
- Undertaking general administrative duties like photocopying, typing letters and answering the phone.
- Unpacking, re-shelving and storing stock and maintaining shop floor displays.
- Managing and rotating retail stock.
- Maintaining the cleanliness of a store at all times.
- Complying with Health and Safety and Safe Systems of Work.
- Keeping the store tidy and clean by hovering and mopping.
- Updating colleagues on business performance, new initiatives and other pertinent issues.

HOBBIES

Andrew is a keen follower of the latest fashion trends and in his spare time likes to design his own unique clothes. He also attends fashion shows around the country with his close circle of friends. To further unwind he reads fiction and is a great fan of detective and mystery novels.

REFERENCES – Available on request



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