

RETAIL SUPERVISOR

Mathew Harrison
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Career summary

A efficient, focused individual who has a track record of doing everything possible to maximize profits while keeping costs at bay. Possessing superb numerical skills, and the ability to comprehend and analyse sales figures. For Mathew two of the best things about being a retail supervisor, is firstly being able to talk directly to customers, and secondly the satisfaction he gains from helping people find something they really like.

Key skills

PROFESSIONAL EXPERIENCE AND ABILITIES

- Making sure that the business is in compliance with all relevant safety and health regulations.
- Helping customers find products they are looking for.
- Experienced in the recruitment and training of staff.
- When necessary, being able to give in-depth technical advice about products.
- Making customers aware of any special offers.
- Excellent organizational skills.
- Able to quickly build a rapport with customers.
- Maintaining security of the store, and implementing measures to reduce theft, loss and leakage.
- Able to use own initiative.
- Arrange orders and deliveries of stock.
- Ensuring high levels of customer satisfaction.
- Physically fit and able to stand on feet all day long.
- Flexible, open to ideas and willing to learn.
- Able to do repetitive tasks accurately.
- Keeping abreast of market trends and being aware of competitors.

Career history

RETAIL SUPERVISOR – Well Known Retail Store

Jan 2010 – Present

Ensuring that the day-to-day operation of the shop is efficient and effective, with the main aim of bringing in the maximum profit possible. Going around the shop floor checking that the way the stock is displayed satisfies the guidelines given by head office. Monitoring different departments, for instance spending the morning in ladies wear, and the afternoon in children's wear. Being responsible for all employees within the store and dealing with all monetary aspects of the store takings. This can include cashing up and calculating and saving the expected contents of the till and resetting it ready for the next session. Looking after floats and reporting any discrepancies to the Store Manager. Always looking for ways to increase sales and improve the efficiency of the team.

TEAM LEADER – Furniture Shop

Feb 2009 – Dec 2010

Working in a pressurized retail store, managing staff, sales and dealing with a variety of challenging situations. Mathew was also responsible for ensuring the accuracy of promotions and keeping them on par with company standards. Other duties included dealing with human resources, logistics, customer service, information technology as well as finance. Being the first port of call for all complaints, handling them courteously, sympathetically and using them as opportunities to build loyalty and increase product knowledge. Motivating the staff by providing them with incentives, days out and using other strategies to increase employee performance. Being aware of what all the customers in the shop are doing, and taking all possible safety measures to guard against shoplifting.

RETAIL ASSISTANT – Retail Store

Jul 2007 – Jan 2009

Giving a professional, consistent, and outstanding level of customer service by providing product advice to customers across a wide range of products. Working behind the till and helping in the fitting rooms. Also involved in making sure people aren't stealing anything and also helping them make their minds up when purchasing. Involved in work off the shop floor, processing new stock and getting it ready to be put out on display. Taking the clothes people leave at the fitting rooms back into the shop as quickly as possible, so that other customers can see them too. Apart from being attentive to customer needs and serving them at the till, also giving out best advice and information about products and services, whilst at the same time assisting with general customer enquiries. Other duties included setting up promotional displays and materials, and making sure that all available stock is always on display.

Education

NUNEATON UNIVERSITY 2004 - 2007

Business Studies BA (Hons)

COLLEGE Coventry 2002 - 2004

A Levels; English (A) Physics (D) Geography (C)

SCHOOL Coventry 1997 - 2002

GCSE; Math (B) English (A) Physics (D) Geography (C)

Math (B) English (A) Physics (D) Geography (C)

References

Available on request.

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