

# CLIVE ROBERTS

SHOP ASSISTANT

## Career summary

An experienced shop assistant who is used to working in a busy retail environment providing great customer service to the very highest standards. A champion of best practise who is organised, customer-focused, and with the required communication skills needed to make every customer feel special. Possessing plenty of practical experience and up-to-date knowledge of retail administration and processes. Now looking to work for a retailer who gives exceptional staff unparalleled opportunities to build their careers and capabilities.

## Work experience

Retail Store

SHOP ASSISTANT June 2010 – Present

Responsible for welcoming customers to the store, talking to them, helping them and generally making their shopping trip memorable. Also supporting the store in meeting its sales targets by recommending products to customer and making sure the shelves are stocked with the things they want to buy.

- Keeping the store clean & presentable for trading.
- Ensuring the shop floor is correctly replenished at all times.
- Ensuring the correct display, cleanliness and tidiness of merchandise and promotions.
- Showing an interest in every customer's needs.
- Resolving customer complaints in a sensitive & polite manner.
- Accepting stock deliveries and then processing them.
- Recommending additional products to customers.
- Creating a safe shop floor environment for shoppers & staff.
- Helping with all areas of security and stock management.

Department Store

RETAIL ASSISTANT July 2008 – May 2010

## Academic qualifications

Nuneaton University 2005 – 2008

BSc Retail Merchandising

Nuneaton College 2003 – 2005

A levels Maths (A)  
English (B)  
Geography (A)  
Physics (D)  
Accounting (B)

## Key skills

### AREAS OF EXPERTISE

- Customer service
- Up selling
- Till work
- Cash handling
- Promotions
- Brand knowledge
- IT skills
- Stock Control

### PERSONAL ABILITIES

- Confident enough to approach customers and offer them help, advice and information.
- Having a flexible approach to working evenings and weekends.
- WOWING customers with friendliness.
- Always supporting colleagues no matter how challenging the situation.
- Having a friendly demeanour and being able to create a comfortable atmosphere for customers.
- Always smartly dressed and having high personal hygiene standards.
- Actively maintaining awareness and understanding of current relevant retail products.
- Handling multiple priorities.
- An excellent communicator with natural people skills.
- Attention to detail.

### RETAIL ABILITIES

- Assisting customers with queries in a professional, courteous and friendly manner.
- Possessing an in depth knowledge of the retail industry.
- Able to work well as part of a team.
- Acknowledging all customers when they first enter the shop.
- Man fitting rooms / give product demonstrations.
- Trained in and capable of participating in emergency procedures i.e. fire drills.
- Able to keep an eye open for any unsafe practises and immediately reporting them to a manager.
- Advanced First Aid qualified.

### REFERENCES

Available on request.

### CONTACT DETAILS

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