



Nelly Brown

123, THE STREET, THE TOWN, CITY, NG1 234
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DOB: 05 12 2009

ABOUT ME

I am a friendly, confident individual with experience in the retail sales sector. I have proven myself to be reliable and always arrive on time and properly presented. I greet customers with a smile and serve them with pride, showing both knowledge and passion about the products and services on offer. I'm looking for a full time retail job.

QUALIFICATIONS

GCSEs – Arnold Hill Academy (2014-2016)
9 GCSEs grade C and above including Maths (B) and English (B)

Clarendon College, Nottingham (2016-2017)
C & G Level 1 Award in Retail Skills
C & G Level 1 Certificate in Retail Knowledge

INTERESTS

When I'm not at work, I love visiting the gym, playing tennis and swimming with the local swim club. I like to stay fit and healthy, and this helps with long days on my feet!

REFERENCES

Carl Kennedy, Line Manager
Sainsbury's Arnold
carlkennedy@sainsburys.co.uk
(0115) 123456

Ella Smith
Head of House, Arnold Hill Academy
ellasmith@arnoldhillacademy.co.uk
(0115) 456789

WORK EXPERIENCE

Counter Colleague, Sainsbury's

Oct 2017 – date (Mon – Thurs)

As a Counter Colleague my role is to greet and serve customers, delivering exceptional service with a friendly smile! I also try to recommend additional products to meet customers' needs, maximising both sales and customer satisfaction. I make customers aware of promotions that might interest them, and regularly check the display from a customer's point of view to ensure the products look fresh.

Checkout Operator, Asda

Jan 2017 – Sept 2017 (Saturdays)

Working at Asda made me realise there's a lot more to being a checkout operator than simply scanning goods! I learned to treat every customer as an individual and be aware of their needs, such as not scanning too quickly or speeding up service if required. I acknowledged problems, handled complaints and helped elsewhere in the store when required.

Retail Assistant, Oxfam

Mar 2016 – Dec 2016 (Saturdays)

Working at one of Oxfam's busier stores, I served customers on a computerised till and helped donors to sign up to Oxfam's Gift Aid scheme to help raise much needed income for Oxfam's global projects. I also assisted customers on the shop floor and processed sales, accepted donations and thanked the donors and customers, resolved problems and complaints, and carried out general duties such as sorting, pricing and cashing up.

NB: In this example CV we have included the candidate's date of birth. Although we would not usually recommend that a date of birth is included (as it is usually irrelevant and invites discrimination), it may be necessary where the advert specifies that you must have reached **school leaving age**, as some retail ads do.

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