

- CLAIRE FRANCIS -
SHOP ASSISTANT

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- PROFILE -

I am a reliable, hard-working individual with a good range of experience in both a convenience shop and a large clothes store. I am friendly, organised and competent in carrying out all typical tasks involved for this position. I am IT literate / MS Office competent. I am looking for a full time role (35 hours+) and I can be flexible as to shift patterns.

- WORK HISTORY -

Shop Assistant (20 - 25 hours/week)

MILL STORES, DERBY

May 2020 - date

Mill Stores is a small but busy convenience store located on a family housing estate. Although for other staff there are usually two people per shift, I often cover shifts alone. I have introduced several successful ideas to the store including a delivery service (with Uber), local craft beers and the design of several successful leaflet drops.

My responsibilities include:

- Customer service -

- Greeting customers with a friendly attitude and helping with any queries
- Serving customers, using till and giving correct change or processing card payments
- Dealing with PayPoint purchases / bill payments, mobile top-ups
- Familiar with ID legislation – comfortable asking for and checking customers' ID
- Handling parcels for Hermes, DPD and Amazon
- Using National Lottery machine for draw entries and lucky dips
- Dealing with occasional complaints – reassuring, finding a resolution and calming the customer

- Stock management -

- Checking stock levels and recording low stock that needs to be bought
- Unloading stock from the wholesaler and storing or putting on shelves as needed
- Restocking products and making sure shelves and fridges look tidy
- Checking stock is in-date and removing out-of-date products as needed
- Checking newspaper / mag deliveries against invoices, dealing with discrepancies, sending back unsold papers
- Checking prices are correct to ensure they are profitable

- General -

- Checking float before shifts and cashing up after, adjusting float so consistent next day
- Wiping down all surfaces especially common touch-points for general hygiene and Covid-19 safety
- Helping out with general cleaning and hoovering to keep the shop floor tidy

Shop Assistant

H & S, DERBY

August 2019 – April 2020

H & S is a large city-centre clothes shop offering affordable high-street fashion. My responsibilities included:

- Customer service -

- Greeting customers and dealing with their enquiries
- Serving customers on the tills for purchases and returns
- Encouraging customers to provide details to maintain a good customer relationship
- Upselling e.g. suggesting accessories or related products
- Ensuring purchased products are nicely presented when bagged up
- Dealing with objections i.e. where they try something on and don't like it
- Dealing with customer complaints

- Stock management -

- Researching and understanding features of the product range
- Checking the stock room where the customer's target size is not on display
- Making sure the stock is replenished and properly folded/presented
- Putting aside clothes for 48 hrs and steaming where they have been tried on but not purchased for hygiene
- Periodical stock take and reporting

- General -

- Making sure the tills are open, checking and putting in the float
- General cleaning to keep the shop floor tidy
- Assisting with planning of internal events e.g. staff parties

I left this position due to relocating.

- QUALIFICATIONS -

Level 3 CPD Award in Retail Assistant and Personal Shopper

DERBY ACADEMY

July 2019

This 50 hour course covered retail foundations such as consumer behaviour, dealing with complaints and marketing.

GCSEs

DERBY ACADEMY

June 2019

9 GCSEs grade C and above including English and Maths

- INTERESTS -

In my spare time I enjoy going to the gym, investments and property renovation. I also love spending time with my four rescue dogs and often take part in events to raise money for rescue charities.

- REFERENCES AVAILABLE ON REQUEST -

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