- 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* Checking stock is in-date and removing out-of-date products as needed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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