



Lily Spence

Mail Sorter at Royal Mail

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Languages

English (Native)

About

Experienced in retail with roles at McDonald's, Marks & Spencer, and Pashia. Proficient in tills, stock replenishment, and customer service. Adaptable to fast-paced environments and reliable for temporary retail positions.

BRANDS WORKED WITH

- MC Donald's
- St Georges R.C. School
- Queen Elizabeth II jubilee school
- Royal Mail
- Pashia
- Prospero Teaching
- Isleworth & Syon School for boys
- Marks and Spencer
- First Call
- Sung Fung Food Products Ltd

Experience

● Crew Member (Runner)

MC Donald's | Nov 2023 - Feb 2024

Coordinating drive-thru deliveries and serving customers.

Mc Donald's, London (Nov 2023 - Feb 2024)

Crew Member (Runner)

Responsibilities

- Greeting customers;
- Batch cooking hash browns and fries;
- Using the Mc Café machine;
- Helping to fulfil customer orders in the Mc Kitchen;
- Ensuring quick drive-thru service times e.g, ensuring monitor numbers stay around 126 or lower;
- Ensuring condiment holders are replenished when stocks become low;
- Ensuring drive-thru and kiosk work stations are tidy;
- Serving customers at kiosk/restaurant table/drive-thru/parking bay.

Achievements

- Adapting to the fast pace of a fast food restaurant and offering great customer service.

Agency Worker

Work at various schools across London on call.

● St Georges R.C. School | Jun 2022 - Jun 2022

Invigilated Yrs 11 & 13 final exams.

Responsibilities

- Read daily exam timetable.
- Set up exam desks e.g, laying down exam papers.
- Monitored toilet breaks.
- Invigilated mock GCSE & A Level exams.
- Collected completed exam papers and handed them to the exams office.
- Tidied exam hall.

Achievements

- Successfully invigilated mock GCSE & A Level exams.

● Queen Elizabeth II jubilee school | Apr 2021 - Jul 2021

children aged between 10 - 14 years who had profound and multiple learning disabilities (PMLD).

Responsibilities

- Assisting non-wheelchair/wheelchair pupils on and off the school bus.
- Behavioural management.
- Following school safeguarding policies.

- Carrying out music and massage therapy.
- Writing individual student reports post therapy sessions.
- Assisted pupils with their eating during snack and lunch time.
- Assisted pupils with mobility disabilities with standing and walking e.g, placing a pupil on a standing frame or encouraging a pupil to use walking frame independently.
- Toileting.
- Attending online morning/after school staff meetings/training.
- Carrying out mandatory professional training online.

Achievements

- Successfully supervised pupils.
- Built pupil's self-esteem through compliments and positive reinforcement e.g, high fiving the pupil everytime a completed a task correctly.
- Successfully completed student therapy reports.
- Completed 60s themed wall art.
- Passed Edge Services theoretical people handling e-course.



● Seasonal Temp Mail Sorter/Postwoman

Royal Mail | Dec 2017 - Jan 2018

Worked as a temp during the Christmas period to meet the holiday demand.

- Sorting and delivering mail.

Achievements

- Meeting daily sorting targets.
- Delivering mail to the correct addresses on postal rounds.

● Section Waitress

Pashia | May 2016 - Feb 2017

Worked front of house/served customers at a popular restaurant.

- Serving customers.
- Working front of house i.e, taking calls and booking reservations, etc.

Achievements

- Served 300 customers a day whilst on duty.



● Customer Service Colleague

Asda | Oct 2013 - Apr 2016

Worked in various departments across the supermarket.

Responsibilities

- Worked as a Cook/Fishmonger/Counters Assistant across three different counters: Fish, Rotisserie and Pizza.
- Gained significant experience in food preparation and cooking across the three counters e.g, cooking/heating food, filleting fish, making pizzas, and carrying out additional prep work.
- Ensuring hygiene and food safety standards were met i.e, avoiding cross contamination.
- Also worked as a Checkout Operator.
- Dealt with customer issues at till point and around the store.



● Supply Teacher

Prospero Teaching | Sep 2023 - Nov 2023

Claremont High School (4.09.23 - 27.11.23), (3.03.24 - Current) Supply Teacher

Maths

Responsibilities

- Taught a Yr 7 Maths class on Fractions & Decimals.
- Taught a Yr 10 Maths class on Ratios.

Achievements

- Successfully taught Maths lessons e.g, most of the students understood the topic taught and were able to work independently as a result.

History

Responsibilities

- Supervised a Yr 10 self-guided revision session.

Achievements

- Successfully supervised a Yr 10 self-guided revision session.

● Administration Assistant

Isleworth & Syon School for boys | Jul 2023 - Jul 2023

Responsibilities

- Setting up the reception computer system for the beginning of the workday;
- Welcoming visitors;
- Assisting visitors to sign-in on the computer system;
- Making outbound calls;
- Receiving and transferring inbound calls;
- Note-taking during inbound and outbound calls;
- Writing correspondence emails to external parties;
- Operating SIMS e.g, using SIMS to search for students' data;
- Using the integrated intercom system to open the school gate to both students and visitors;
- Authorised parcel deliveries;
- Making note of outstanding work that needs to be completed for the following workday;
- Closing down the reception computer system for the end of the workday;
- Tidying the reception desk.

Achievements

- Pleased with my overall work performance e.g, displaying excellent hospitality skills; demonstrating good communication skills both written and verbal; working to schedule; keeping my workstation tidy throughout the workday, etc.



● Seasonal Temp

Marks and Spencer | Dec 2019 - Dec 2019

Seasonal Temp

Served on tills and ensured Food department was fully stocked.

Responsibilities

- Operating tills.
- Replenishing and facing stock in Food department.

Achievements

- Served approx. 150 - 200 customers per day.
- Successfully arranged and replenished store/branded products in Food Department.



● Agency Worker

First Call | Aug 2018 - Aug 2018

Mainly ensured the smooth operation of product lines in the factory.



● Seasonal Temp Mail Sorter

Royal Mail | Dec 2016 - Dec 2016

Worked as a temp during the Christmas period to meet the holiday demand.

Responsibilities

- Sorting mail.

Achievements

- Meeting daily sorting targets.

● Agency Temp

Sung Fung Food Products Ltd | Aug 2018 - Aug 2018

Packaged ready meals and dips for top supermarkets.

Responsibilities

- Worked at various depots/manufacturing companies.

Achievements

- Often met/exceeded product line target of collectively packaging 10,000+ ready meals and dips to retailers such as M&S, Sainsbury's & Waitrose.
- Inserted approx. 2,000+ posters in addressed envelopes.
- Packaged approx. 5,000+ flavoured rice desserts per day.

Education & Training

2006 - 2008

- **Alperton Community School**

A Levels,

- **CONVENT OF JESUS AND MARY**

10 GCSEs,

- **Kingston University**

Bachelor of Arts,