



Ameera Khan

Architecture student at University of east London

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Languages

English (Fluent)

Urdu (Fluent)

Arabic (Basic)

About

With a passion for retail, I excel in providing excellent customer service at Hotel Chocolat, mastering transactions, product demos, and stock management. Skilled in creating engaging experiences, I thrive in fast-paced settings, ensuring customer satisfaction and store upkeep across various retail environments.

BRANDS WORKED WITH

Hotel Chocolat

Costa Coffee

Geox

Experience



● sales advisor

Hotel Chocolat | Jul 2023 - Oct 2023

- Greeted and assisted customers in a friendly and professional manner, ensuring a positive shopping experience.
- Addressed customer inquiries, concerns, and feedback, consistently maintaining a high level of customer satisfaction.
- Managed point-of-sale transactions, including processing payments, refunds, and exchanges.
- Effectively handled queue management, reducing customer waiting times and ensuring efficient service.
- Product Knowledge and Sustainability Commitments
- Acquired in-depth knowledge of the product range, cocoa cultivation, and product manufacturing processes.
- Demonstrated a strong understanding of allergen information and a commitment to sustainability and ethical practices.
- Conducted engaging product tasting sessions and demonstrations, effectively showcasing our products to customers.
- Enhanced customer engagement and product knowledge, resulting in increased sales and customer loyalty.
- Collaborated with the team to support deliveries and stock management, ensuring the store was well-stocked and organized.
- Maintained the store's appearance and cleanliness in adherence to health and safety guidelines.
- Café Area Responsibilities (if applicable)
- Prepared hot and cold beverages, ice creams, and snacks according to established guidelines and quality standards.
- Adhered to allergen information and upheld health and safety standards in the café area.

Education & Training

2022 - 2024 ● **University of East London**

Bachelor of Architecture - BArch,

2019 - 2022 ● **Sir George Monoux College**

art and design,