



Nafisa Khan

Sales Assistant

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Languages

English (Fluent)

Spanish (Work Proficiency)

Bengali (Fluent)

Urdu (Work Proficiency)

Italian (Fluent)

About

BRANDS WORKED WITH

McDonalds | Hamel Hempstead

Morrisons Exeter

Zara | Exeter

Experience

● Sales Assistant

Zara | Exeter | Mar 2023 - Now

- Manager keeping a basic image of the area (folding and displaying)
- Ensure the shop floor is replenished throughout the day and when instructed to do so by the Manager
- Ensure good housekeeping is maintained throughout all areas in the store at all times
- Ensure that customers are acknowledged and receive a quality service either face to face or over the telephone
- Maintain excellent standards in the stockroom by organising and arranging the stockroom efficiently
- Be actively involved in the delivery and ensure new stock is available for replenishment on the shop floor before the store opens
- Continually develop stock knowledge and promotions throughout the store
- Complete other tasks as necessary to support the overall store
- Be available for Cashiers should they request help
- Ensure effective communication with the Management Team at all times

● Sales Assistant

Morrisons Exeter | Oct 2022 - Jan 2023

- Communicated effectively to determine customer needs, provide recommendations, and upsell products
- Helpful, attentive sales support to generate positive customer feedback
- Organised front-end and window displays, applying merchandising standards to enhance shopping experiences
- Managed transactions with high accuracy to achieve smooth till reconciliations

● Shift Manager

McDonalds | Hamel Hempstead | Aug 2021 - Aug 2022

- Provided excellent customer service under a high-pressure workload
- Managed a team, delegating team members to different stations whilst dealing with a constant flow of customers
- Mentored and supported employees to maximise team performance
- Led by example in completing all tasks with enthusiasm, aiding a positive team mentality
- Completed opening checklist to create pristine service areas
- Maintained workplace safety by observing occupational and environmental health requirements[IM4]