

# Kostas Kostalas

Retail Operations Manager

📍 113 Tatnam Rd, Poole BH15 2DP, UK

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## Languages

English

Greek

## About

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BRANDS WORKED WITH

Currys plc

HELLENIC HYPERMARKETS J & S Sklavenitis S.A.

## Experience

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### ● Regional Retail Operations Manager

Currys plc | Apr 2016 - Now

(www.dixonscarphone.com) now called Currys Plc <https://www.currysplc.com>, for the South West England.

Duties: As a district manager for the retail chain, I am responsible for overseeing twenty-two store locations across the region. My role involves managing store managers and ensuring that each location met its sales targets, maintained high customer satisfaction levels, and adhered to company policies and procedures.

- Working towards targets
- Uphold high levels of customer service and brand standards
- Keeping within budget
- Driving sales and business KPI targets
- Legal, Health & safety
- Deliver growth agenda through a highly engaged workforce
- Delivering an excellent customer experience
- Maintaining high levels of store standards and operational excellence

### ● Area manager

HELLENIC HYPERMARKETS J & S Sklavenitis S.A. | Dec 2003 - Apr 2016

[www.sklavenitis.gr](http://www.sklavenitis.gr),

<https://www.youtube.com/watch?v=rw3ztU2NCD4&t=1155s>

Duties: Manage, direct, and lead a team of Branch/ Store Managers in the designated area to maximise business performance. Drive activity within the area to exceed all area KPI's and targets to deliver the agreed business and sales plan. Developing and implementing strategies to meet business objectives. Building close relationships with customers and branch networks, contributing to regional development strategy. Develop high performance culture within the area creating a positive working environment. Coach and support teams and as well as leading recruitment and development of key roles in the area. Assist stores in creating and developing their business plans whilst providing support on implementation. By working closely with stores, I was responsible for maintaining these important relationships and guiding on how to maximise the effectiveness of our brand. Make sure that stores are delivering to the highest possible standards by coaching, developing, and investing in people. Lead a large team across in my area to inspire store colleagues to deliver an amazing customer experience. Coach, motivate, and develop store managers to deliver objectives from sales and waste, to people and costs. Inspire teams to deliver high standards, increased sales and a fantastic customer service. Work closely with store managers to drive community cooperation. Drive the development of business across my area. Contribute to forecasts and the setting of budgets. Coach, guide, and lead store management teams to make sure they are working towards clear, realistic, and achievable targets. Manage change with a wide group of colleagues. Liaise with other departments and key stakeholders as necessary to ensure a smooth flow of operations. Lead and develop a team of colleagues to maximise their full potential, ensuring the team meets key performance objectives to exceed the customers' expectations. Responsible for managing the key metrics across the areas of Transportation, Supply Chain, and Logistics. Lead a large and diverse team of colleagues within a very fast paced and high-volume environment. Responsible for all HR-related activities within the team, including managing employee engagement. Responsible for new business growth in my region through new store opportunities. Par-

ticular focus on my area and understanding of the social and economic factors affecting the area.

Achievements: Comprehending, interpreting, and analysing sales figures. Ensuring presentation and compliance in stores are up to company standards. Arranging and chairing team meetings to discuss strategy. Implement a retail plan for my area in line with company strategy. I was involved in the acquisition of new branches and the opening of 15 new stores. Customer and colleague listening. Visiting and developing existing stores. Inspiring and motivating 30 managers and 1150 colleagues to increase sales. Succession planning and recruiting store managers. Taking action to address underperforming stores. Coaching, challenging, and supporting employees. Involved in the setting of sales and financial targets. Oversee each store location, monitor, and performance report. Identifying and delivering all relevant/appropriate opportunities. Comprehending, interpreting, and analysing sales figures. Ensuring presentation and compliance in stores are up to company standards. Arranging and chairing team meetings to discuss strategy. Implement a retail plan for my area in line with company strategy. Having overall responsibility for marketing, and investment in the area. Turnover: € 576 million per annum.

## ● Store manager

HELLENIC HYPERMARKETS J & S Sklavenitis S.A. | Sep 1999 - Nov 2003

[www.sklavenitis.gr](http://www.sklavenitis.gr)

Duties: Recruiting and training the best people for my team, ensuring they have the capability to deliver above and beyond in their role by developing their operational and leadership skills. I explore new and innovative ways to increase sales performance. Building a safe and secure store environment, reacting quickly and positively to changing priorities, coaching, mentoring, and developing my team to serve our customers and take a more active role in the community. Leading service standards throughout our multichannel service areas, ensuring customers receive great service regardless of their shopping method. Participating in Duty Management, making sure standards and service are right for customers throughout our store. Leading the partnership between Trade departments and Stock Teams, achieving excellent availability and sales growth. Co-ordinate my team to deliver all stock loss and security routines and ensure they are knowledgeable on loss prevention. Leading the resource planning activities and enabling my managers to deliver and sustain our Change Plan. The main accountabilities are for delivering the Company growth and profit strategy, achieving operational excellence, creating an environment where legal, and safety compliance and practices are of the highest order, customer experience is created with distinction and the People and HR strategies are consistently delivered and adhered to. I always do the very best for our customers. I have the commercial acumen to ensure the success of the store. I drive sales and availability, and keep costs within budget. I have the skills and confidence to do this with ease. Recruitment and rota management to ensure the operational needs of the store are met across all trading hours. Role modelling great service, mentoring and coaching the team to do the same. Participating in the day-to-day running of the store Keeping the shop and displays clean and tidy at all times Operating the till and accurately handling cash, cheques and credit/debit cards Follow cashing up procedures Assist in changing displays of store stock Receiving deliveries, unpacking and re-shelving or storing stock Assisting with regular stock checks and annual stock takes Looking after all aspects of the store .Ensuring all fire exits and escape routes are kept free from obstruction. Being vigilant at all times and to help minimise stock loss. Developing a good knowledge of store's stock, ensuring that customers are informed about the work that they have purchased and that the purchase is wrapped securely. Informing the public about the work on show in the store. Work as part of a team with the other members of staff, be aware of what is happening in the rest of the centre, and assist the public wherever possible. Ensure any issues concerning customer care are reported to the Area Manager. Adhere to the current standards of presentation for specials. Ensure all Health & Safety procedures are effectively carried out and reporting any concerns to the Area Manager. Contribute to the identification of Departmental objectives for the short, medium, and long-term targets. Evaluation of employee performance and identify / provide training needs as required. Planning and implementing strategies to attract and retain customers. Manage promotions and putting up promotional displays. Ensure con-

control measures are in place for the accurate processing of transactions through the till, lottery terminal, Post Office. Ensure control measures are in place for the accurate cashing up and security of Company money at all times. Accurate record keeping and compliance audit trails in line with Company procedures. Accountable for stock delivery process, stock take process and ensuring control of stock. Accountable for store standards at all times. Accountable for store security. Comply with all legislative requirements as well as all Company policies, procedures and processes. This will include health and safety, food handling and age restricted sales.

Achievements: I inspire confidence in those around me, being determined to drive trade in my store. I built and delivered new initiatives to help improve my store for customers. Hitting sales targets and keeping my team motivated. Take the communication lead by keeping employees informed about developments in my business. Identify employees that will make great leaders and mentor them to fulfil their potential. I have always been described as a strong leader who can develop excellent people, lead culture change, and succinctly coach and mentor new talent. Designed and implemented customer satisfaction metrics. Developed staff to promotable appropriately handling difficult and complicated sales as well as ran markdown reports, managed store replenishment and analysed buying reports. Created visual marketing and styled window displays. Stocked and restocked inventory when shipments were received. Reorganized the sales floor to meet company demands. Determined staff promotions and demotions, and terminated employees when necessary. Completed weekly schedules according to payroll policies. Addressed and corrected sales staff communication issues in a tactful and effective manner. Designed displays to make the store experience interactive and engaging. Displayed the appropriate signage for products and sales promotions. Arranged items in favourable positions and areas of the store for optimal sales. Established and maintained proper high traffic displays, resulting in increased sales. Ran weekly and monthly strategy reports to analyse business trends and make recommendations. Researched current and past business performance using online systems and available reports. Provided feedback on competitor activities and best practices.

## Education & Training

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- **University of Louisville-Kentucky U.S.A**  
Master of Business Administration,
- 1983 - 1988 ● **Athens University of Economics and Business**  
Bachelor of Management,