



Imman Fatima

A motivated person with resourceful individual skills in learning customer needs and adapting to new environments.

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Languages

- Urdu
- Punjabi
- English
- Hindi

About

A motivated person with resourceful individual skills in learning customer needs and adapting to new environments. Committed to strengthening customer experiences with positivity and professionalism when answering requests or completing tasks.

BRANDS WORKED WITH

- Company of Cooks
- Daylesford
- LETO
- Rococo Chocolates
- Travelodge

Experience



Sales Associate

Rococo Chocolates | Aug 2023 - Now

As a Sales Associate at Rococo, I played a pivotal role in delivering an unparalleled shopping experience to discerning customers.

Some of my responsibilities included:

- Customer Engagement: Greeted and assisted customers, offering detailed product knowledge and personalized recommendations.
- Sales Excellence: Demonstrated a strong sales acumen by consistently exceeding sales targets.
- Visual Merchandising and Inventory Management: Maintained an aesthetically pleasing store environment and assisted in inventory control, including stock replenishment and conducting regular stock checks.



Retail Assistant

Daylesford | Apr 2023 - Aug 2023

As a Retail assistant, I was responsible for ensuring customer's in-store experiences ran as smoothly as possible. My responsibilities included but were not limited to:

- Customer Service: Greeted and assisted customers, addressing inquiries, and recommending products to meet their needs.
 - Inventory Management: Conducted regular stock checks to monitor inventory levels. Actively being involved in the receiving of new shipments and stock.
 - Flexibility and Adaptability: Working with all sorts of products, from cheese, fish and meat to coffees and takeaway food as required, switching back and forth as necessary
 - Coffee Craftsmanship: Expertly prepared coffees ensuring each cup met high-quality standards.
- Created fresh juices of the day, experimenting with different flavors and combinations.



FOH Team Member

Royal Opera House | Sep 2022 - Feb 2023

As a Waitress at the Royal Opera House, I had the privilege of contributing to an unparalleled fine dining restaurant experience for our esteemed guests. My responsibilities in this prestigious setting encompassed:

- Exemplary Service: Delivered impeccable service to our clientele, taking precise orders, and providing in-depth knowledge of our gourmet menu.
 - Fine Dining Excellence: Demonstrated expertise in the art of fine dining, including tableside service, and synchronizing meal service to perfection.
- Working at ROH, I also took part in multiple catering events that took place at the Opera House. My responsibilities in this role included precise table-side service, attention

to events schedule and timings
and flawless execution of special requests.



● **Hotel Front Desk Receptionist**

Travelodge | Aug 2021 - Jul 2022

Working as a receptionist, I was responsible for ensuring that guest experience at the hotel when checking in was as seamless as possible.

My Responsibilities:

- Warmly welcomed and assisted guests upon arrival, providing a courteous and professional first impression.
- Managed check-ins and check-outs efficiently, ensuring accurate reservation handling and billing procedures.
- Operated a multi-line phone system, responding to inquiries, reservations, and providing information about hotel services and amenities.
- Collaborated with various hotel departments to promptly address guest needs and requests.
- Resolved guest concerns and issues diplomatically, consistently achieving positive resolutions.

Education & Training

2020 - 2022

● **Valentines Sixth Form**

A-Levels in Fine Art (A), Sociology (A) and English Literature (A),

2015 - 2020

● **PLASHET SCHOOL**

10 GCSEs in Grades 9-4, including Maths and English,