



Sian Hendricks

Customer Service Consultant

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Languages

English

About

With a robust background at The Body Shop, I excel in customer engagement and maintaining high standards on the shop floor. Skilled in product demonstrations and personalised service, I thrive in providing an exceptional shopping experience, backed by proficiency in opening/closing procedures and stock management.

BRANDS WORKED WITH

- The Body Shop | Brixton Enterprises Centre
- Bagel Factory | Jubilee tube station
- Honey Bees Cakes | Ruislip

Experience

● Customer consultant

The Body Shop | Brixton Enterprises Centre | Jan 2022 - Jan 2024

I worked as a Customer consultant for The Body Shop, my time there allowed me to advance in customer service and grow as a person. While working, I dealt with in depth consultations, advising customers on the best products for them and demonstrating our various products and how they work. As well as, maintaining standards on the Shop floor; stocking products, organising and cleaning shelves, serving customers on the tills, and greeting customers with a warm welcome at the front of the floor. As a key holder I often opened and closed the store, working with money and safe checks. All of these tasks combined, have really helped my confidence, while dealing with customers on a deeper level and providing an excellent and friendly customer service. For me, providing a friendly and open environment for a customer is so important, as it provides an exceptional shopping experience and a sense of rapport with the staff.

● Food server

Bagel Factory | Jubilee tube station | Jan 2021 - Jan 2022

I worked at The Bagel Factory in Canary Wharf. My jobs every day included: preparing fresh bagels and the ingredients to go inside, filling out hygiene reports and paperwork, stocking shelves, working behind the tills and opening and closing the shop. The mornings consisted of a high volume of drink and coffee orders, this helped in developing my barista skills and serving food. The shop was also very small, so being able to work efficiently with the team was essential.

Education & Training

2021 - 2025

● University of Greenwich

Bachelor of Graphic Design,

2019 - 2021

● Bishopshalt Secondary School

A Levels,