

Yaa Konama

Customer Service Assistant

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Languages

English (Basic)

About

With experience from Aldo to fast-paced food outlets, I'm adept at serving diverse customers, managing transactions and maintaining store standards. My adaptability suits any temporary retail role, excelling in customer assistance, transaction handling and stock control.

BRANDS WORKED WITH

Aldo

Asda

Burger King

Subway

Experience

● Retail Assistant at Aldo

Aldo | Jun 2021 - Now

Greeting customers as they enter the store and offering to assist them locate items.

Support new team members by offering training.

Keeping the store clean and tidy.

Incoming and outgoing calls to various customers such as tenants, sub and term contracts, internal staff, managing agents etc.

Responding to emails from various customers such as tenants, sub and term contracts, internal staff, managing agents etc



● Customer Care Assistant

Burger King | Apr 2019 - Apr 2020

Serving customers.

Unloading deliveries.

Stacking shelves and replenishing stock.

Answering customer queries.

Advising customers.



● Customer Service Advisor

Asda | Nov 2018 - Nov 2018

Greeting and directing customers.

Provide accurate information (e.g. product features, pricing and after-sales services)

Answer customers' questions about specific products/services.

Conduct price and feature comparisons to facilitate purchasing.

Cross-sell products.



● Cashier

Subway | May 2018 - Mar 2018

Manage transactions with customers using cash registers.

Scan goods and ensure pricing is accurate.

Collect payments whether in cash or credit.

Issue receipts, refunds, change or tickets.

Redeem stamps and coupons.