



Sophia Shoben

Waitress

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Languages

English (Native)

About

Fast-learning sales assistant with John Lewis experience. Excel in customer service, managing POS systems during peak periods, and sourcing products efficiently. Adaptable team player with strong attention to detail and problem-solving skills in high-pressure environments.

BRANDS WORKED WITH

High Society Ltd

John Lewis Partnership (Flagship Oxford Street Store)

Islington Centre for English

Experience

● Events Waiting Staff

High Society Ltd | Aug 2023 - Now

Customer-facing role attending to guests' needs at a variety of high-profile and formal events; including weddings, conferences, the Royal Albert Hall, celebrity events, and award shows.

- Delivered fast-paced dinner service, working efficiently and effectively as part of a team
- Resolved customer complaints and queries, and processed issues with proactive problem-solving skills
- Managed complex cloakroom systems & acted as the welcoming face to guests
- Dispensed, and mixed non-specialty drinks at the bar & worked as kitchen staff and assisted the chef
- Set up and took down table displays, decor, the bar and furniture, & maintained their cleanliness and presentation throughout the event
- Always went the 'extra mile' to create a positive and stress-free experience for guests
- Distributed canapes amongst guests, memorising all allergens and extended dish names, & took guest orders and specialty requests

● Events Coordinator & Administration Assistant

Islington centre for English | Jun 2023 - Aug 2023

- Ran and organised day trips and activities for large student groups, including accompanying and supervising minors around London
- Co-ordinated & produced high-quality spreadsheets, files and filing systems for internal and customer-facing needs
- Oversaw, organised, and rewrote price tables in line with inflation, and current market averages, whilst maximising customer attractiveness

● Administration Assistant

Islington Centre for English | May 2022 - Aug 2022

See other Islington Centre for English role

● Childcare

| Feb 2022 - Now

- Supervised and managed numerous children (toddlers to teens), consistently promoting safe, developmentally appropriate child care practices & placated sibling disputes by finding positive solutions for all parties
- Taught difficult maths concepts in a simple and fun way, specifically tailored to each child's unique learning style
- Undertook domestic tasks such as cleaning, washing, tidying and organising

● Sales Assistant

John Lewis Partnership (Flagship Oxford Street Store) | Nov 2021 - Jan 2022

- Delivered excellent in-store experience through positive and attentive customer service, dealing with all issues an

- Created meaningful and positive customer experiences, and dealt with any and all issues and queries
- Maintained outstanding till service efficiency using POS systems during very fast-paced and extremely busy peak festive trading
- Sourced specific customer products and supported easy-to-navigate stock room systems

Education & Training

- 2022 - 2024 ● **Shooter's hill Sixth Form College**
not yet received , A-Levels
- 2016 - 2022 ● **City of London School for Girls**
9 GCSEs at grades 6-9 (A**-B), GCSEs