



# Ella Fraser

administration assistant

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## Languages

English

## About

With proven expertise in fast-paced retail environments like Deichmann Shoes and Pret A Manger, I excel in customer service, upselling, and inventory management. My adaptability ensures seamless handling of sales transactions and stock replenishment, complemented by a foundation in health & safety standards.

### BRANDS WORKED WITH

CBRE Ltd

DEICHMANN SHOES UK LTD

LEON

Pret A Manger

## Experience

### ● Barista

LEON | Mar 2023 - Dec 2023

I worked as Barista in the Victoria branch of Leon where I took and prepared customer's drinks orders.



### ● Waitress

Bone Daddies | Nov 2022 - Feb 2023

Whilst working at Bone Daddies I worked in small restaurant which faced large queues on a day-to-day basis, due to this I had to be attentive to customers needs in order to provide an enjoyable experience for them. I also had to communicate back to the kitchen effectively to reduce mistakes with customer orders. As the restaurant was based in the heart of Soho I was able to meet a range of different customers which helped me develop my communication skills.



### ● Barista/ Sous Chef

Pret A Manger | Feb 2022 - Nov 2022

Front of House/ Barista/ Sous Chef, Pret a Manger  
My role at Pret a Manger involved me working in a very busy and hectic environment where I had to meet daily goals to ensure standards were met. As I worked in various positions, I had to use a range of skills such as appropriate communication with customers and my colleagues. Organisation skills to ensure deliveries were correct and put in the suitable storage place. I also had to be trained on food health and safety standards which helped me to keep a sanitary workspace for me and my colleagues.

### ● Retail Sales Assistant

DEICHMANN SHOES UK LTD | Jul 2021 - Oct 2021

I was employed as a Retail Sales Assistant at Deichmann Shoe retailers where my role involved the following:  
Processing sales transactions, recommending and promoting complimentary products. - Ensuring high standards of merchandising by ensuring the store is kept clean and tidy. - Completing stock replenishment to ensure the store is always full. - Processing stock deliveries to the store. - Helping to achieve monthly targets.

### ● ADMINISTRATION

CBRE Ltd | Feb 2020 - Feb 2020

I spent a week work experience at CBRE Ltd (Property Consultants) based in central London, where my role included attending office building viewings with Surveyors and clients, producing word document reports, mapping viewing schedules, answering phone calls, taking telephone messages and organising the electronic filing system.

## Education & Training

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2021 - 2024 ● Stcharles catholic sixform college  
Applied Science,