



Shona Rogers

I have a passion for fashion and i also want to save as many animals as i can in my lifetime

[View profile on Dweet](#)

Languages

Spanish (Basic)

English (Native)

Turkish (Basic)

French (Basic)

Italian (Basic)

About

Experienced in customer care and retail, I have served as a Customer Care Assistant at Fenwick and a Christmas temp cheese monger. Proficient in sales, product knowledge, and adaptable to dynamic retail environments with strong communication skills.

BRANDS WORKED WITH

Fenwick, Kingston Upon Thames

Experience

● Seasonal Cleaner

Wimbledon Tennis Championships-Wimbledon | May 2022 - Jul 2022

- Making sure designated area is clean to the highest standard
- Helping customers with navigation
- Ability to work independently
- Ability to work in a team
- Evenings weekends and overtime
- Adhering to industry standards
- Sweeping, mopping vacuuming sanitising

● Christmas temp cheese monger

The Cheese Geek-Raynes Park | Dec 2021 - Feb 2022

- Cutting cheeses
- Pick and packaging
- Warehouse safety
- Knowledge on cheese types
- Higiene when handling
- Inspecting to make sure items are of good quality

● Night Team Member

Premier Inn-Kingston upon Thames | Aug 2021 - Dec 2021

- Admin
- Making sure guests are comfortable and content
- Hourly corridor walks
- Taking reservations
- Health and safety
- Bartending / Mixology
- Adaptability
- Strong sense of communication skills
-

● Customer Service Assistant

Fenwick, Kingston Upon Thames | Nov 2020 - Aug 2021

- working on tills
- Giving quality assistance to all customers
- Labelling items of clothing
- Demonstrating strong listening skills to help address the individual needs of each customer
- Adaptability to all situations faced with
- Patience

● Rides & Attractions Host

Chessington World of Adventures | Sep 2018 - Nov 2018

Overview: The job of a Rides & Attractions Host combines elements of security, customer service and conflict resolution. My aim was to make sure that customers took away positive memories from their day out. To be successful in this role it was essential I was able to instantly build rapport with people and put them at ease.

- Meeting/welcoming guests at the park entrance, engaging with guests,

answering guests' questions.

- Offering high levels of customer service, dealing with guests in a courteous polite friendly manner.
- Marketing, assisting in the setting up and running of special promotions and events, leaflet distribution.
- Dealing with customer queries/complaints as and when they arise in a positive professional manner.
- Managing queues, dealing with unruly guests, assisting guests in distress, enforcing height restrictions.



● Concierge at Cala En Porter

Menorca | Jan 2017 - Mar 2017

Overview: This was a working holiday role, my duties included meeting resort guests on their arrival, signing them in, issuing room keys, giving guided tours of the complex and its amenities.

- Meeting/welcoming guests at the resort, engaging with guests during their stay, answering questions.
- Sales, advertising premium resort services, local guided tours, and a variety of affiliated local venues.
- Marketing, assisting in the setting up and running of special promotions and events, leaflet distribution.
- Dealing with customer queries/complaints as and when they arise in a positive professional manner.
- Housekeeping duties, cleaning rooms, changing/washing towels and bedding, replenishing toiletries.

Education & Qualifications Received:

Education & Training

2018 - 2019 ● Fashion Retail Academy

Diploma of fashion retail,

2013 - 2018 ● Cheam High School

GCSEs in All GCSE courses,