



# Ismaeel Anderson

Retail assistant

📍 London, UK

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## Languages

English (Fluent)

## About

As a highly motivated and hardworking individual, I believe that initiative, attentiveness and an aptitude to learn are the perfect combination for success in any aspect. After achieving excellent grades throughout my time at school, I am looking to apply my skills and knowledge in a suitable role. I have received impeccable feedback within my work experience and volunteering placements. I believe that this is due to my hard work, diligence, communication skills and the ability to apply learnt processes where needed. I am looking for a suitable role that will allow me to demonstrate my industrious personality.

### BRANDS WORKED WITH

Nandos

Nando's

Transport for London

Little Dessert Shop

Veena's Warehouse

## Experience



### ● Back of house cook

Nando's | Oct 2023 - Mar 2024

- Maintained clean and sanitary food preparation and storage areas, mitigating health and safety risks.
- Instructed new staff in proper food preparation, storage, use of kitchen equipment and sanitation methods.
- Mentored staff in food preparation and storage best practices.
- Cultivated relaxed kitchen atmosphere, staying calm in high pressure situations.
- Adhered to health and safety requirements for cleaning surfaces, cooking items and equipment.
- Communicated closely with service teams to fully understand special orders.
- Encouraged team to keep kitchen organised and stocked with supplies for easy use.

### ● Front of house team member

Nandos | Oct 2023 - Mar 2024

- Greeted customers warmly and professionally on arrival, promptly directing to allocated tables.
- Maintained attractive, clean and orderly spaces, creating a welcoming atmosphere for customers.
- Elevated guest experiences by delivering tailored, personalised customer service.
- Managed customer-related issues following company policies and procedures.
- Collaborated across team to achieve productivity and efficiency.
- Provided friendly, courteous service, maximising positive customer satisfaction ratings.
- Promoted current offers through creative promotional displays and targeted upselling.
- Confidently managed customer requests by listening actively to concerns and providing positive solutions.



### ● Volunteer Worker

Transport for London | Jul 2023 - Jul 2023

- Worked with compassion and empathy to engage people from diverse backgrounds.
- Completed relevant training and proactively sought further information.
- Showed sensitivity, confidentiality and respect towards clients' needs, providing safe environment for clients accessing services.
- Developed new and innovative ways of working in order to maintain best practice and meet developing needs.
- Sought to understand and keep up-to-date knowledge of internal rules and safety regulations of organisation.



- Made recommendations to improve services or roles of volunteers where feasible and appropriate.
- Produced clean, error-free professional business correspondence for office team.
- Sorted and organised different types of information by document type, personnel or location.

### ● Front of House Team Member

Little Dessert Shop | Jun 2023 - Oct 2023

- Maintained attractive, clean and orderly spaces, creating a welcoming atmosphere for customers.
- Elevated guest experiences by delivering tailored, personalised customer service.
- Greeted customers warmly and professionally on arrival, promptly directing to allocated tables.
- Prepared lobby areas for guest use, maintaining clean, comfortable reception environments.
- Managed customer-related issues following company policies and procedures.
- Collaborated across team to achieve productivity and efficiency.
- Alerted kitchen teams to specific guest criteria, including food allergies and intolerances.
- Processed cash and card payments promptly, minimising customer

### ● Warehouse Assistant

Veena's Warehouse | Aug 2021 - Apr 2022

- Unloading goods from vehicles
- Package the merchandise in accordance with relevant procedures and standards
- Restocking shelves
- Processing and packing orders
- Counting and tracking inventory
- Checking stock into systems
- Maintaining upkeep of the warehouse
- Work Experience - Chelsea and Westminster Hospital
- Assisting the administration team with daily tasks; Filing, scanning, copying
- Liaising with patients within the department
- Attending department meetings to shadow mentor
- Understanding NHS systems whilst shadowing mentor
- Completing tasks set by mentor and department head Volunteer, 01/2011 - 01/2022
- Club - Based in Croydon, Working with different age groups
- Catering training technique based on each individual's capabilities
- Teaching Karate alongside a group leader
- Demonstrating techniques to new starters
- Assisting in the organization of club events
- Liaising with new and existing members of the club
- Building a positive rapport with new and existing members of the club