



# Lixin Wong

Assistant

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## Languages

English (Fluent)

Cantonese (Basic)

Mandarin (Basic)

## About

I am a friendly and hardworking shop assistant with experience in customer service, handling transactions, managing online orders, and maintaining high hygiene standards. I excel at creating personalised drinks and efficiently opening and closing the shop.

### BRANDS WORKED WITH

Bobo & Cha

Martin's Tuition Academy

Royal Mail

## Experience

### ● Shop assistant

Bobo & Cha | Mar 2024 - Now

- Customer service skills Well developed and consistent service when serving or speaking to customers.
- Making personalised drinks that satisfy customer's requests Alongside making existing menu items, depending on a customer's personal taste, I have the ability to skilfully adapt recipes in order to meet standards.
- Dealt with cash and card transactions Providing consistent etiquette when giving change and/or handing out receipts upon request.
- Tasked with the responsibility of opening and closing the shop I am trusted to set up and close the shop with proper care and restoration where needed. This includes: maintaining a high level of hygiene, keeping areas organised and having efficient designated places for equipment and capital.
- Able to prepare deliveries that are ordered online With three different online food ordering and delivery platforms to manage, I can log in and create these orders with their own specific requirements to meet. I have handled making deliveries for: JustEat, Deliveroo and UberEats.

### ● Tutor

Martin's Tuition Academy | Jun 2022 - Jul 2022

- Organised and delivered parcels Separating individual parcels based on address and type of parcel.
- Applied information onto a computer system Learned to use the system, organising parcels that will need to be delivered and responding to customer queries.
- Shadowed a manager An informative insight of the day-to-day responsibilities of a post office manager.

Martin's Tuition Academy, Dartford — Tutor



### ● Postal Worker

Royal Mail | Jun 2022 - Jul 2022

- Organised and delivered parcels Separating individual parcels based on address and type of parcel.
- Applied information onto a computer system Learned to use the system, organising parcels that will need to be delivered and responding to customer queries.
- Shadowed a manager An informative insight of the day-to-day responsibilities of a post office manager.

## Education & Training

2023 - 2025

### ● Dartford Grammar School For Girls

A-levels,