



Bright Okon

Sales Assistant

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Languages

English

About

With a strong background at Stradivarius, I excel in active selling and visual merchandising, enhancing customer experiences. Skilled in hospitality, I thrive in fast-paced retail settings, adept at upselling and building rapport. Fluent in basic English, I'm passionate about delivering exceptional service across various retail categories.

BRANDS WORKED WITH

future events - London

Stradivarius

Experience

waiter

future events - London | Oct 2022 - Now

. Increased order value by upselling sides, drinks and desserts. Delivered food and drinks discreetly for seamless and unobtrusive service. Assisted customers with menu selection, offering knowledge of current special dishes and personal recommendations to build rapport. Cleaned and set tables quickly after customers left to maximise restaurant capacity. Advised customers on wine and beverage pairings with selected food items. Resolved guest complaints promptly and professionally, notifying restaurant management of concerns. Maintained excellent level of service in busy and demanding restaurant environment. Greeted customers, presented menus and shared information about available special items. . Helped bar staff prepare garnishes and mix cocktails during busy bar periods.



Sales assistant

Stradivarius | Jul 2022 - Aug 2022

. Prepared invoices for customers with large orders or special sales types. Enhanced visual merchandising by maintaining replenishment and presenting items according to style guides. Received and processed product returns. Carried out active selling from initial customer greeting. Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases. Followed company procedures and guidelines for smooth retail operations. Assisted customers in locating specific items to boost satisfaction. Replenished floor stock and processed deliveries promptly, maximising product availability for customers.