



# Alhaji Fornah

Personal Development

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## Languages

English

## About

With a strong background in customer service across various retail settings, I specialise in creating exemplary shopping experiences, skilled in client advising, packaging, and product setup. Fluent in the beauty and high street sectors, I am passionate about enhancing every customer's visit.

### BRANDS WORKED WITH

N5 Security

Superdrug

Absolute Print

Domino's Pizza

Just Eat Takeaway

## Experience



### ● Stewards

N5 Security | Jan 2022 - Jan 2022

As a Stewards Security team member with N5 Security, my role was to provide a safe and inclusive environment for participants and attendees at a Pride event. I was responsible for ensuring the security and smooth operation of the event while also contributing to its celebratory and welcoming atmosphere.

#### Key Responsibilities:

Crowd Control: Managed and monitored the crowd to prevent and address any disturbances or incidents, maintaining a balance between security and the event's celebratory spirit. Conflict Resolution: Effectively resolved conflicts or disputes among attendees, maintaining a calm and respectful demeanour while de-escalating tense situations. Emergency Response: Acted as a first responder in case of emergencies, promptly coordinating with medical personnel or law enforcement if necessary and assisting attendees in evacuation procedures. Customer Service: Provided a welcoming and friendly atmosphere for attendees, answering their questions, and assisting them in finding event locations or services. Communication: Maintained open communication with fellow security team members and event organisers to report incidents, concerns, or changes in the security situation. Evacuation Procedures: Familiarised I with event evacuation plans and procedures, ensuring that attendees were informed and guided in the event of an evacuation. Patrol and Surveillance: Conducted regular patrols of the event area to identify and address any security risks or safety hazards.

### ● food delivery

Domino's Pizza Delivery | Jan 2019 - Jan 2022

timely and accurate delivery of food orders to customers. this role involved more than just driving; it encompassed various customer service aspects to guarantee a positive experience for patrons.

#### Key Responsibilities:

Order Accuracy: Carefully checked and verified food orders to ensure they were complete, accurate, and properly packaged for delivery. Timely delivery: Efficiently navigated routed and traffic to deliver orders within the specified timeframe, adhering to the company's delivery guidelines. Customer interaction: Maintained a courteous and professional demeanour when interacting with customers during the delivery process, addressing their questions or concerns with politeness and patience. Safety: Prioritised safety by adhering to traffic laws and company safety protocols while operating the delivery E-bike. This includes regular vehicle maintenance and cleanliness. Problem-Resolution: Effectively handled any issues or discrepancies that arose during deliveries, such as incorrect orders or delivery delays, by promptly notifying the restaurant and providing solutions to ensure customer satisfaction. Cash Handling (if applicable): Managed cash transactions accurately and securely, ensuring the correct change was provided and following cash-handling procedures if collecting payments. Navigation and GPS: Utilised navigation tools

and GPS systems to efficiently plan routes and locate delivery addresses, minimising delays and ensuring on-time deliveries. Communication: Maintained open communication with restaurant staff and management to relay customer feedback, address and challenges, and coordinate orders effectively. Hygiene and Food Safety: Ensured that food items were transported and delivered under safe and hygienic conditions, following the food safety regulations.

#### ● Sales Assistant

Absolute Print | Jan 2018 - Jan 2018

- Welcoming customers into the store, serving and advising customers.
- Helping customers to find the goods they want.
- Stacking shelves and displaying goods in an attractive way
- Arranging window displays



#### ● Retail Assistant

Superdrug | Jan 2013 - Jan 2013

- Restocking shelves and making sure merchandise is presented neatly.
- Greeting customers.
- Answering enquiries about products.
- Showing customers, the different options and demonstrating product benefits.
- Checking whether items are in stock.
- Wrapping items and removing security tags.
- Keeping the store clean and tidy.

#### ● Personal Development

| Jan 2010 - Jan 2018

- Attended a courses on a full-time basis.
- Organising stimulating activities, appointments and managing my daily activities.
- Undertaking routine maintenance of house, and equipment.
- Remaining focussed on the task in hand and dealing effectively with problems as they arise.
- Learning new tasks and adapting as required while using my IT and social networking skills in job hunting.

Work Experience

## Education & Training

2022 - 2026

#### ● Arden University

Computing and IT,

2015 - 2018

#### ● Bsix Form College

BTEC Level 2 Extended Certificate in Media & IT,