



# Toby Ie

Retail Sales Assistant

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## Languages

English (Native)

## About

Versatile retail professional with extensive experience in customer service, stock handling, and cash management. Proven success at Marks & Spencer, Selfridges, and Tesco's. Adept at meeting sales targets, maintaining high standards, and adapting to dynamic environments.

### BRANDS WORKED WITH

- Euros 2020 Wembley Stadium
- Marks and Spencers
- Office Outlet
- Tesco's
- McDonald's
- Selfridges

## Experience

### ● Staffing Match Agency

Euros 2020 Wembley Stadium | Jun 2024 - Jul 2024

Key responsibilities Waiting services:

- Serving drinks in the VIP restaurant, skyboxes and main restaurants in the stadium.

Responsibilities consist of polishing glasses, restocking drinks, pouring and pulling drinks and holding drinks at entrances.

- Placing cutlery, glasses and napkins onto tables and making the main tables look identical to the other tables Chef Services
- Placing food onto plates and making the food look presentable and leading 2 small kitchens for the sky boxes
- Time management, making sure that I put food into the oven and out on time and prepping for other courses at the same time Kitchen Porter
- After and during a full day of services, I needed to make sure plates are cleaned and wiped down afterwards
- Night shifts after game days consisting of sorting plates, organising and cleaning.

### ● Senior Sales Assistant

Marks and Spencers | Jun 2019 - Sep 2019

Key responsibilities Customer Service:

- Providing exceptional customer service, maintaining a high level of standards, pushing to meet daily, weekly and monthly targets such as productivity. Making sure my product knowledge is up to scratch to ensure that the customer has the full knowledge of the product before purchasing. Stock Handling:
- Counting stock daily whilst on shift to ensure loss prevention protocols are carried out efficiently, ensuring completion of stock due diligence by preparing the stock room and shop floor for stocktake. Cash Handling:
- Morning float checks and cashing up procedures to ensure we are ready for the day ahead of business.



### ● Sales Assistant

Office Outlet | Jan 2019 - Apr 2019

Customer Service:

- Providing exceptional customer service, maintaining a high level of standards, pushing to meet daily, weekly and monthly targets such as productivity and capturing customer information. making sure my product knowledge is up to scratch to ensure that the customer has the full knowledge of the product before purchasing. Stock Handling:
- Counting stock daily whilst on shift to ensure loss prevention protocols are carried out efficiently, ensuring completion of stock due diligence by preparing the stock room for stocktake. Cash Handling:
- Morning float checks and cashing up procedures to ensure we are ready for the day ahead of business.

- **Retail Assistant**

Tesco's | Dec 2016 - Dec 2018

Customer Service:

- Providing exceptional customer service, maintaining a high level of standards, pushing to meet daily, weekly and monthly targets such as productivity. Making sure my product knowledge is up to scratch to ensure that the customer has the full knowledge of the product before purchasing. Stock Handling:
- Counting stock daily whilst on shift to ensure loss prevention protocols are carried out efficiently, ensuring completion of stock due diligence by preparing the stock room and shop floor for stocktake. Cash Handling:
- Morning float checks and cashing up procedures to ensure we are ready for the day ahead of business.



- **Crew Member**

McDonald's | Jun 2016 - Dec 2016

Customer Service:

- Providing exceptional customer service, maintaining a high level of hygiene standards, opening and closing the restaurant, ensuring food safety protocols are followed, taking orders and working in a fast paced environment as well taking orders in the drive thru. Stock Handling:
- Completing weekly stocktake, ensuring completion of stock due diligence, managing stock rotation and waste processes. Cash Handling:
- Morning float checks, cashing up procedures, ensuring we are ready for the next day of business cash handling whilst taking orders from customers.



- **Stock runner**

Selfridges | Dec 2020 - Aug 2022

- Replenishing brands on shop floor to make sure that customers have more options and that the product is always available to sale
- Stock taking, counting stock to keep track with stock loss and prevention of missing items.
- Sale prep, prepping sale items for winter or summer sale. Marking down sale items for customers during seasonal sale times.
- Standards, making sure stock room and shop floor is tidy and looks presentable for customers. In the Stockroom walk ways should be cleared and items should be easily accessible for colleagues.
- Processing delivery, making sure we receive the right items with the right amount of volume. And also putting delivery away in the right places

## Education & Training

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2022

- **University of Westminster**

Bachelor of Arts in Music,

2016 - 2018

- **Cambridge regional college**

BTEC Level 3 Subsidiary Media Studies BTEC Level 3 Extended Media Studies,

2011 - 2016

- **Hinchingsbrooke Secondary School**

Seven GCSES,