



Anshika Samuel Safir

Customer Service Assistant

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Languages

- Hindi (Fluent)
- English (Native)

About

I'm an experienced retail professional with expertise in customer service, inventory management, and team collaboration. I've excelled in roles at Sainsbury's and Subway, demonstrating adaptability and efficiency in fast-paced environments to deliver exceptional service.

BRANDS WORKED WITH

- Sainsbury's
- Subway

Experience



● Food and Beverage Assistant

Sainsbury's | Dec 2023 - Jan 2024

- Attention to details while taking food orders from customers
- Providing vital information about food ingredients and handling customer query
- Effective communication between team members and customers to ensure smooth operations.
- Cleaning equipment's and appliances to maintain cleanliness and hygiene in work area
- Multitasking and working under fast paced environment



● Stock Trading Assistant

Sainsbury's | Nov 2023 - Dec 2023

- Stock and inventory management of perishable and nonperishable products
- Answering customer queries with regards to products and services
- Conduct price and feature comparison to facilitate customer purchase
- Customer Service and communication
- Maintaining sufficient stock on racks to avoid customer hindrance



● Customer Service Assistant

Subway | Apr 2023 - Now

- Demonstrating hospitality and professionalism by creating a warm welcoming atmosphere for guests and representing the restaurant positively.
- Cash handling and reconciling checks accurately to integrate efficient financial transactions. Managing the register for cash entry as well as daily stock count accounting.
- Attention to details while taking food orders from customers along with providing vital information about the food ingredients.
- Maintaining high standards of service during high volume dining hours and adapting to changes to meet customer satisfaction level.
- Effective communication between staff, delivery drivers and customers to ensure smooth operations.
- Build and maintain healthy relationship to foster a positive team working environment

Education & Training

2023 - 2024 ● University of Nottingham

Master of Business,

2019 - 2022 ● Wilson College

Bachelor of Management,