



# Melody Gbelehui

Sales Assistant

[View profile on Dweet](#)

## Languages

English

## About

With proven expertise in customer service from roles at Greggs and Sodexo, I excel in sales, visual merchandising, and ensuring guest satisfaction through personalised service. Skilled in complaint resolution and maintaining high standards of cleanliness, I adapt swiftly to diverse retail environments.

### BRANDS WORKED WITH

- SODEXO MILLWALL FOOTBALL CLUB
- Gather & Gather (Agency)
- GREGGS WESTMINSTER

## Experience

### ● Hospitality Team Member

SODEXO MILLWALL FOOTBALL CLUB | Jun 2023 - Jan 2024

Remembered key menu features, ingredients and allergen information.

.... Stayed in line with company procedures, processes and health and safety regulations. Applied excellent customer service techniques for optimal guest satisfaction. Maintained high standards of cleanliness throughout establishment, preparation tables and dining areas. . Resolved customer disputes and guaranteed positive outcomes for maximum satisfaction.

### ● Catering Assistant

Gather & Gather (Agency) | Nov 2022 - Apr 2023

• Cleared down food preparation, serving and eating areas after use. Dealt with guests' queries and requests politely. Handled carts and serving trays with precision. Operated cash registers in line with cash handling procedures. Worked closely with catering team to provide seamless meal service to guests. Maintained clean and tidy appearance, wearing protective equipment when necessary.

### ● Sales Assistant

GREGGS WESTMINSTER | Sep 2022 - Mar 2023

• Promoted special offers and loyalty programme with upselling skills. . Promoted sales and special offers for discounts and merchandise options. . Addressed and resolved complex customer complaints in calm, efficient and friendly manner. Maintained excellent visual merchandising standards by routinely cleaning and organising window and point of sale (POS) displays. Boosted sales and improved customer satisfaction by providing attentive, personalised client services.

## Education & Training

2022

### ● St. Mary Magdalene

GCSES;

2019

### ● ST.URSULAS

BTEC: HEALTH AND SOCIAL,