



# Shania Thompson

Sales Assistant  
Retail - River island and JD sports

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## Languages

English

## About

With experience at JD Sports and River Island, I excel in customer service and shop floor organisation. My adaptable nature suits fast-paced environments, ensuring a positive shopping experience through effective communication and teamwork. Passionate about fashion retail, I'm eager to bring my skills to new challenges.

### BRANDS WORKED WITH

- JD Sports | Temporary
- River Island
- Doreen's Rum Cakes
- Deb n Hair

## Experience

### ● Sales Assistant

JD Sports | Temporary | Oct 2023 - Dec 2023

- Giving Customer service by following "GOALS" (Greet, Observe, Ask, Listen, Serve) and helping customers find the item of clothing or accessories they need in each size, colour
- Constantly fixing clothing rails in sizes smallest to largest, folding each item and making the shop floor organised for each customers. . Making sure each item has Tags, Prices and Security bugs on.
- Greeting customers at the fitting rooms then checking and counting how many items before they enter the fitting room. . Working as a team, using walkie talkies to communicate with other colleagues about situations, checking sizes in the stock room and to notify management about any issues or theft.



### ● Sales Assistant

River Island | Aug 2022 - Jan 2023

- Working as a team, Organising the shop floor, tidying and making it presentable for customers. . Dealing with Customers, serving customers at tills and giving Customer service helping thing store produces to communicate with other staff and Managers when needing assistance, notifying about situations and checking sizes in the stock room. . Taking Card, Cash, Gift Cards, Voucher payments, doing Store Refunds and customer in store collection's.

### ● Cake Baker Assistance

Doreen's Rum Cakes | Jul 2022 - Dec 2022

- Preparing the oven, measuring the ingredients and laying out the cake cases. . Washing up equipment and tidying the kitchen to high standards . Putting the cakes in the oven in a timely manner. . Packing the products and sealing the cake bags with a vacuum machine. . Storing the cakes in boxes, packing ready for delivery or collection. . Taking online Orders, Cash in hand or Card Payments.

### ● Customer Service

Deb n Hair | Jan 2019 - Feb 2019

- Greeting customers on entrance, hanging up their jackets and offering tea or coffee. . Cleaning the hairdressers shop floor and hair tools at the end of the day. . Working with a different variety of customers. . Answering Phone calls, taking Bookings and dealing with Customer enquires. . Serving customers and providing relevant information about products. . Working within a Team Environment.

## Education & Training

- 2023 - 2024 ● Olympic House  
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