



Amali Ali

Crew Trainer

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Languages

English (Native)

Bengali (Fluent)

French (Basic)

About

I am an experienced retail professional with a strong background in customer service and team leadership. I excel at maintaining store cleanliness, handling complaints, and ensuring customer satisfaction. Proven ability to multitask effectively in fast-paced environments.

BRANDS WORKED WITH

Five Guys

Chaiiwala

Experience



● Crew Member

Five Guys | Jul 2022 - Dec 2023

- Observed food handling and sanitation procedures to combat against food born disease.
- Fulfilled crew-related duties which included fulfilling orders, making sure the store was completely stocked
- Keeping the store clean and organised
- Maximised customer satisfaction by dealing with complaints and addressing and resolving them as quickly as possible
- Proved to be an excellent member of staff – voted employee of the month after two months
- Entering orders into the POS system and modifying orders
- Resolved customer's queries and relayed relevant information to supervisors and managers
- Demonstrated excellent ability to multitask ensuring food was perfect and customers were satisfied



● Supervisor

Chaiiwala | Apr 2021 - Apr 2022

- Maintaining administrative records, preparing reports, and composing correspondence
- Delivering excellence in customer service
- A proven leader who can motivate and coach
- Allocating duties to individual members of staff
- Ability to maintain work schedules and uphold work standards
- Identifying staff development and training needs and then ensuring that training is obtained
- Knowledge of the occupational hazards and safety precautions applicable to the work
- Day-to-day admin adhoc duties (including temperature control charts, telephone enquiries, various labelling)
- Provided training to members of staff
- Ensured that the store was kept pristine and made sure we obtained a 5* hygiene rating

Education & Training

2021 - 2025

● Middlesex University

Bachelor of Science,

2018 - 2020

● Newham Sixth Form College

Level 3 BTEC Extended Diploma in Applied Science- MMM,

2013 - 2018

● PLASHET SCHOOL

9 GCSEs(grade 5-7),