

Tia Chedid

Hardworking, Fast learner and always strive for my best. i have great experience for retail and hosting

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Languages

English

About

TIACHEDID A trustworthy employee with experiences with retail, food customer service and a few weeks of experience helping out a pharmacy which helped me gain a dedicated work ethic and self motivation to commit to what I've started, it's also taught me good lessons to help me in the future. this motivation provided me with aspirations to achieve my goals. I can adapt quick to communication with many people and can display an all round service. I am customer focused and invested in achieving tangible results. I am a responsible person who's passionate about their work and this is shown through my strong communication skills which derive from my confidence and my ability to speak up when needed in a constructive but respectful way. I am an outgoing person who's enthusiastic about their work whether it's alone or with someone, I can do well and always strive for the best I have a high patience and tolerance for those who are unable, and i will never discriminate but will help overcome the problem.I learn quick and settle quick and comfortably to new environments. Friendly and efficient customer service team member devoted to maximising customer satisfaction with exceptional service and support. Knowledgeable about industry standards with strong skill in retaining product and service information to provide effective issue resolution. Skilled in promoting sales to increase revenue while addressing diverse issues.

BRANDS WORKED WITH

- Boots
- Jump Giants
- Thorpe Park
- TRG Concessions

Experience



● court monitor

Jump Giants | Aug 2023 - Now

during my few months of working at jump giants i have, worked in the cafe serving coffee and other snacks, i've monitored court, hosted a party. my job as a court monitor is to ensure all the kids aren't hurting themselves and are enjoying themselves, i make sure there is no chaos. While hosting parties i ensure my party room is always clean while also maintaining a good relationship with the party mum and dad.



● host

TRG Concessions | Mar 2023 - Jul 2023

Working in heathrow t3 was a challenge, however it taught me many things, as a host i would seat people and greet them, explain the menu. I would also help the waiters cleaning tables.

- Discussed menu items and dietary concerns, noted special requests and suggested appetisers or other additional items to meet upsell goals.
- Guided guests through menu options while demonstrating thorough knowledge of food, beverages and ingredients.
- Accommodated guests with special needs, including accommodations for child seats and wheelchairs.
- Organised and maintained inventory area during periods of downtime to promote accuracy in finding items.

● CUSTOMER ADVISOR

Boots | Sep 2022 - Dec 2022

Working in boots as a temporary worker taught me many things and gave me experience on many things, these include learning how to pick and pack an order to be delivered, make the store look good by always fixing the stock, i learned how to cooperate with the customers more and build a relationship with them, i also have a great experience on tills and good money calculating skills. i also worked in the pharamacy section of boots giving the the knowledge of medications and what they do. finally i worked in the fragrance section of boots so i knew how to handle expensive goods and knew how to get people to buy the goods.

- Maintained excellent team relationships by proactively helping col-leagues solve complex customer complaints, issues and requests.
- Built long-lasting customer relationships by providing helpful, infor-

mative and attentive customer service. Addressed customer service enquires quickly and accurately.

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- Provided useful and helpful information to customers on product specifications and technical details.
- Handled complaints calmly and professionally, providing appropriate solutions to promote continued customer satisfaction.
- Helped customers feel valued and appreciated by going the extra mile to answer questions.

● **HOST**

Thorpe Park | Jul 2022 - Sep 2022

I was working as a host in pizza pasta thorpe park, i had to do things such as clean floor, make food, make sure the place/venue is clean and acceptable for guests, but mainly i had to make sure customers/guests were happy with service and food, hence why being polite and having manners came in very handy because showing respect means the restaurant is more likely to have more guests due to service. Another few things i'd do we're guide guests around the park since it is a very big theme park and it was my job to help and i felt happy doing it. I would organise front and back of house, while also communicating with my peers for cooperation and teamwork, this is what helped me get through work.

- Discussed menu items and dietary concerns, noted special requests and suggested appetisers or other additional items to meet upsell goals.
- Arranged each place setting attractively with correct dishes, silverware, wine and water glasses and verified all items were clean and free from water spots and chips.
- Guided guests through menu options while demonstrating thorough knowledge of food, beverages and ingredients.
- Accommodated guests with special needs, including accommodations for child seats and wheelchairs.
- Team building Time management
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- Leadership
- Customer-focused
- Communication skills
- Problem-solving
- Public relations Multilingual
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- Service prioritisation
- Bussing expertise
- Price memorisation
- Conflict and dispute resolution
- Dining customer service
- Seating assignment preparation
- Safe food handling
- Effective customer

Education & Training

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| 2024 | ● Harlington School
A-Levels,, |
| 2024 | ● Harlington School
A-Levels,, |
| 2022 | ● Rosedale College
GCSEs,, |
| 2022 | ● Rosedale College
GCSEs,, |
| 2022 | ● Rosedale College
GCSEs,, |

2022

● Rosedale College
GCSEs,,