



Cleopatra Jackson

Sales Assistant Manager

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Languages

English (Native)

About

Fashion student with extensive retail experience in sales. Skilled in customer service, communication, and organisation. Proven ability to drive sales through strong customer relationships and efficient operations.

BRANDS WORKED WITH

Betfred

McColl's

Whortleberry Tearoom

The Ship Inn

Experience



● Assistant sales manager

Betfred | May 2023 - Now

Retained existing customers and substantially grew customer base, product line and sales volume. Achieved exceptional client satisfaction feedback and ratings. Set highest personal performance standards for self. Maintained regular contact and strong relationships with existing customers by providing comprehensive support. Generated company growth through market expansion and sales. Successfully conducted large payments and transactions.



● Sales assistant

McColl's | May 2022 - Jan 2023

Greeted customers and offered assistance with selecting merchandise, finding items and completing purchases. Listened to customer needs and preferences to provide targeted advice, increasing sales opportunities. Worked energetically to maintain efficient operations during peak trading hours. Shelled and merchandised new products in visually appealing, organised displays to engage customers. Operated cash registers with accuracy and processed cash and card transactions.

● Waitress assistant

Whortleberry Tearoom | Jul 2021 - Apr 2022

Prepared tables for guests and reset tables between customers. Followed health and hygiene standards when handling food and cleaning restaurants. Served meals and drinks with professionalism and skill, maintaining high presentation and quality standards. Attended tables regularly to check customer needs were met, promptly processing additional food and drink orders. Created friendly, welcoming atmosphere to encourage positive guest experiences, prolonging visits to increase profitability. Regularly communicated with kitchen and bar staff to maintain smooth front of house operations, minimising potential service delays. Totalled bills for customers and accepted payment via cheque, currency and card payments. Advised on food and drink choices based on customer preferences.



● Pot washer

The Ship Inn | May 2021 - Jul 2021

Swept and mopped kitchen during and after shifts to maintain cleanliness. Washed pots, pans and plates before and after use. Collected, washed and sanitised dishes and cooking utensils. Maintained dish-washing equipment to high standards, enabling thorough, proper crockery cleaning.

Maintained clean and safe environment to adhere to sanitation and safety guidelines. Cooperated well with kitchen teams, improving workflow and raising working standards.

Education & Training

- 2023 - 2024 ● **Istituto Marangoni**
BA Honours Degree: Fashion Design,
- 2021 - 2023 ● **Fine Art West Somerset College**
A-Levels;
- 2021 - 2023 ● **West Somerset College**
A-Levels: Photography,
- 2021 - 2023 ● **Textiles West Somerset College**
A-Levels;
- 2018 - 2021 ● **West Somerset College**
GCSEs: English,
- 2018 - 2021 ● **Maths West Somerset College**
GCSEs;
- 2018 - 2021 ● **West Somerset College**
GCSEs: Combined Science,
- 2018 - 2021 ● **Fine Art West Somerset College**
GCSEs;
- 2018 - 2021 ● **West Somerset College**
GCSEs: Photography,