



# Adan Salliss

Have a lot of experience in many different customer facing roles, am determined and hard working in everything I do.

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## Languages

English (Native)

## About

I am a dedicated retail professional with experience at Marks & Spencer, excelling in customer service and sales during peak periods. My adaptable background includes barista duties, stock management, and team supervision, demonstrating my commitment to delivering exceptional service in dynamic environments.

### BRANDS WORKED WITH

- G-A-Y Bartender
- City of London Police
- Marks & Spencer Bluewater Cafe
- Marks & Spencer
- Canterbury Christ Church University Climbing Society
- Eltham Legends American Grill & Bar Restaurant
- Gillwell
- Domino's Erith
- Cineworld London Leicester Square

## Experience

### Bartender

G-A-Y Bartender | Nov 2022 - Sep 2023

I thoroughly enjoyed my time working as a bartender in the heart of London, known for its exciting atmospheres within Soho however am looking for a more career progression driven bartender role I can put my whole self into. My role as bartender involved setting up and closing down the bar at the end of the night, serving customers and making drinks which also included cocktails and various seasonal drinks. I would also ensure the stock was all in order and bars stocked up, and the kegs of beer were all in place for a busy shift ahead.



### Police

City of London Police | Aug 2022 - Oct 2022

Since childhood my dream had been to become a serving police officer, hence my choice of degree course. I was very proud to pass the stringent selection criteria and commence training with The City of London Force, however during the training I decided that I wanted further life experience and was leaning more towards a desired career in customer service. During my time as a student officer I learnt valuable people skills, with a focus on teamwork, de-escalation techniques and victim care. I resigned on good terms with the organisation who have kept the door open for me should I choose to return.

### Barista/ Café assistant

Marks & Spencer Bluewater Cafe | Apr 2021 - Aug 2021

During my time at the M&S Cafe my role was varied and involved serving customers, operating the till point, along with barista duties such as making coffees and hot drinks. I would also work in the busy kitchen environment and cook meals on the menu. I also undertook cafe floor clearing-up and helping customers, ensure at all times that the cafe was clean and tidy. Each day was different, and this was my third time working at Marks and Spencer's which I thoroughly enjoyed. At some periods of the day I would have to supervise the smooth running of the kitchen by myself as well as the close down of the kitchen.



### Bluewater Sales Assistant

Marks & Spencer | Dec 2020 - Jan 2021

I really enjoyed my time at M&S again this year during the 2020 Christmas period. My main role involved serving customers at the till point in the food section along with sales floor duties such as customer service and stock replenishment of all the Christmas food stock. It was good to observe the differing management styles and meet new colleagues around the store. This was my second time working at Marks and Spencer's which I thoroughly enjoyed.

- **Captain**

Canterbury Christ Church University Climbing Society | Sep 2020 - Jul 2021

My role as captain was to help run the university team climbing sessions and ensure everyone was enjoying themselves whilst being safe when training. The role was to help improve the club members climbing ability and implement a variety of training ideas for Varsity, the annual competition with the University of Kent.

- **Sales Assistant**

Eltham Legends American Grill & Bar Restaurant | Jul 2018 - Jul 2023

I enjoyed my time at M&S during the Christmas 2018 busy period. There was great teamwork required, being essential to ensure high service levels were maintained at the busiest time of the year. My main role involved serving customers at the till point in the menswear section along with sales floor duties such as customer service and stock replenishment. I also covered other sections such as footwear and the cafeteria, when they came under pressure. This was my first opportunity to see behind the scenes at a major high street retailer and it was interesting to get to learn the technology side as well as the organizational skills applied to keep the shop functioning efficiently, being one of the groups flagship stores.

Work Experience Eltham Legends American Grill & Bar Restaurant (9th July - 13th July 2018)

As part of my BTEC curriculum in Travel and Tourism, I had to do a week work experience in that field and chose to do mine in a restaurant. This opportunity allowed me to observe and assist in a busy high street eatery, attracting families and couples as well as groups celebrating varying occasions. I learnt how to wait on tables, laying out cutlery, taking orders and clearing away to ensure diners had the best possible experience. It was good to strike up conversations and get to know regulars. I was taught how to use the till technology and during slow periods took bookings. I was also asked to tour local shops to hand out marketing leaflets with offers and secured a large table booking from staff at Superdrug.

- **Park Leader**

Gillwell | Jul 2018 - Jul 2023

In July 2018 I spent a week away from home at an activity campsite as a leader in charge of nine 13-year-old school children. I was responsible for waking them for breakfast, through to bedtime. I helped plan days full of activities for them to enjoy, while keeping them safe and secure. Activities included go-karting, treasure hunts and campfire games. Together with other sixth form leaders and schoolteachers. I attended the same site in February that year to plan the experience in July and learn safeguarding requirements, medical awareness training and leadership techniques. The whole experience was very rewarding and enjoyable, expanding and stretching my leadership, teamworking and communication skills. At the end of the July week, my team was awarded the title of best team and I was awarded the best male leader, which I am very proud of.

- **Customer Service Representative**

Domino's Erith | Feb 2017 - Apr 2017

During my time at Domino's Pizza my duties included manning the front counter and till, to deal with customer orders both in person and on the phone. This role required good customer service, communication, and organisational skills. I also helped to prepare the pizza boxes and sticking address labels on for the delivery drivers, all being important stages of getting the order right first time. Good teamwork was essential to ensure the shift went well and I enjoyed working with the small friendly team, often dealing with a demanding client base. On one occasion I went on deliveries with the Regional Manager to cover for colleagues off with sickness.

- **Team member**

Cineworld London Leicester Square | May 2023 - Jul 2023

Working in one of the most influential branded cinemas well known for holding new film premiers and events I got the privilege to see many

influential individuals within the film industry. During my time at the cinema, I gained many new skills my day to day duties would be doing screen checks within certain time frames to ensure the security and reduction of film piracy, a lot of my duties would include cleaning screens in a timely manner ready for the next screening, toilet checks every hour to ensure they were functional and presentable. Some days I would be working in the till area where I would serve customers for their food and drink and any tickets they wanted to buy. When I wasn't serving customers, I would be doing daily duties which included cleaning the prep area and sanitizing equipment. I would also prepare food ready to be sold so when we had a rush we could easily manage.

## Education & Training

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2019 - 2022 ● **Canterbury Christchurch University**  
Degree in Professional Policing,