

Rawan Ataya

Retail Assistant

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Languages

Arabic

English

About

One thing about me is I always learned is to never give up with life and just always be yourself and be positive. I think it's important to achieve more and gain experience and to show people what I am about. Sometimes it gets hard but I believe that it's important to do something you want to do and maybe later you could become something. I believe it's important to have communicating skills and to be positive all times.

BRANDS WORKED WITH

FALAFEL RESTAURANT

Mooboo bubble Tee

Retail

SHISHA

Experience

● Retail assistant

Mooboo bubble Tee | Sep 2020 - Sep 2022

Handled customer concerns and escalated major issues to supervisor. Operated tills to accurately process cash and credit card transactions. Promoted safe working environment by implementing regulatory standards, policies and guidelines. Built and maintained courteous and effective working relationships. Actively listened to customers to fully understand requests and address concerns. Prepared orders to deliver excellent presentation and quality standards. Engaged with customers to better understand needs and deliver excellent service. Achieved service time and quality targets. Served Customers in a manner way and always stay positive.

● Retail assistant

FALAFEL RESTAURANT | Jan 2020 - Dec 2020

Worked with an adaptable and flexible approach, taking on challenges with a positive attitude. Followed recipes and customer request details to prepare high-quality, delicious meals. Maintained cleanliness and organisation of kitchen stations and storage areas. Removed waste and inadequate food items. regularly to keep work spaces neat and Greeting customers with a smile. Taking accurate food orders Listening carefully and answering accurately to customers diet questions and allergens. Dealing with complaints in a calm and collected manner over the phone and on site. Partnering with other crew and managers to meet target goals during the shift Ensuring items in the fridge are well stocked Ensure food safety standards are being followed.

● staff Waitress

SHISHA | May 2019 - Nov 2020

Waited tables, looking after guests.

- Provide all task related to Shisha operation
- Maintain high standard while serving Shisha to the guest.
- Provide friendly, courteous, and professional service at all times. Ensure good communication with Management.
- Maintain complete knowledge of all menu items.
- Prepare and check tables before service. Clean and reset tables.

● Agency Worker

Retail | May 2018 - Sep 2020

Obtained information and details on work priorities from managers, actioning assigned tasks to meet established goals. Quickly learned new skills, methods and techniques by closely monitoring other workers complete tasks. Stayed in line with health and safety guidelines by wearing required Personal Protective Equipment. Attend new workplaces and carried out jobs, usually under short notice. Built strong relationships with other workers by providing helpful, attentive and proactive Handling stock control and management. Ensuring clothes were positioned correctly at all times; this meant making sure they were folded or hung neatly and tidy in the right sections. Changing room duty; keeping track of the number of clothes going in and out of the changing rooms, maintaining

the cleanliness of the changing rooms, and providing excellent customer service to those using them. Assisting customers with all the enquiries and generally upholding the stores high standards regarding customer service.

- **Nursery Assistant**

| Jan 2017 - Oct 2017

Work experience - London , Haringey Kept children safe and secure at all times. Led children to clear up after activities to maintain clean, safe and orderly environment. Evaluated children's progress through classroom and outdoor activities, identifying and noting performance lapses. Monitored and supported children during meal times, helping to prepare food, feed children and maintain exemplary table manners. Facilitated activities to enhance motor skills, including group games, art activities and outside play. Followed strict safeguarding policies and procedures, maintaining health and safety of children and staff. Cleaned toys and equipment and helped changing baby nappies, maintaining safe and hygiene.

Education & Training

2017 - 2018 ● **Colindale College**

Beauty therapy,