



Emily Kalo

Sales Assistant

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Languages

English

About

With a background in fast-paced retail at Pret A Manger and Waitrose, I excel in up-selling, product knowledge, and delivering top-tier customer service. My adaptability shines during peak times while maintaining exceptional standards of cleanliness and customer connection.

BRANDS WORKED WITH

BARISTA

Waitrose & Partners

Experience



● Barista

Pret A Manger | Jun 2021 - Now

- Maintained calm demeanour during high-volume periods which tends to be most shifts as I work during peak times (08:00 - 14:00).
- Memorised recipes for varied speciality coffee beverages and seasonal offerings.
- Cleanliness
- Greeted and connected with a lot of customers, recommending drinks and pastries.
- Identified and utilised opportunities to up-sell menu items to guests.



● Sales assistant

Waitrose & Partners | Dec 2019 - Jun 2020

- Scanned items with precision and speed, reducing customer wait times.
- Provided outstanding customer care, effectively enhancing store reputation and regard.
- Greeted customers enthusiastically, engaging in conversation to ensure friendly, professional customer care.
- Helped customers with specific item requests by answering questions and offering knowledgeable product advice.

Education & Training

2018 - 2020

● West London College

Certificate of Education,