



Darya Malekzai

Sales advisor

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Languages

English

About

With a foundation in luxury retail at Selfridges, I excel in customer service and sales, thriving in fast-paced environments. Skilled in product knowledge, teamwork, and achieving sales targets, I'm dedicated to retail excellence and adaptable to diverse retail settings.

BRANDS WORKED WITH

Isabella's Restaurant

McDonald's

Selfridges

Experience



Sales advisor

Selfridges | Nov 2023 - Now

Provided exceptional customer service, assisting clients with product selection and ensuring a positive and luxury shopping experience. Achieved and exceeded monthly sales targets through effective communication and product knowledge. Collaborated with team members to maintain a visually appealing and organised sales floor.



crew trainer

McDonald's | Jan 2022 - Sep 2023

- Trained new personnel and updated existing staff as to policy changes.
- Provided excellent customer service at all times and ensured that all staff did the same to resolve customer complaints to a positive outcome
- Performed cashiering, cash, handling, debit card transactions.
- I helped guide and motivate the team to achieve targets, follow hygiene and food safety laws while also creating a safe and enjoyable work environment

Waitress

Isabella's Restaurant | Jul 2021 - Sep 2021

- I greeted all guests with great enthusiasm and professionalism when representing the restaurant
- I retained in-depth knowledge of menu items so I could offer recommendations and provide customers with daily specials options in order to make sure they can be confident in a order that will suit their taste
- Setting up and coordinating a range of specials events (such as weddings, private party's ect)to the customers wants and needs
- Regularly communicated with kitchen staff to maintain a smooth service, by minimising potential delays and ensuring all dietary requirements are met