



Princess Idowu

assistant manager

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Languages

- Yoruba (Fluent)
- Spanish (Basic)
- English (Fluent)

About

With my retail expertise at Pret A Manger, I excel in delivering exceptional customer service, achieving sales targets, and offering personalised advice. Fluent in English with basic Spanish and Yoruba, I adeptly handle diverse client needs in fast-paced settings, showcasing strong team collaboration and adaptability.

BRANDS WORKED WITH

- Queen Elizabeth Hospitals
- Cityhive

Experience

● (JOB SHADOWING

Queen Elizabeth Hospitals | Jul 2023 - Aug 2023

- Gained insight into a wider perspective of how to communicate, more also how to treat patients and satisfy their need.



● Fundraiser

Cityhive | Jun 2023 - Dec 2023

- Raise money for the poor by talking to the public, this consisted skills such as being confident persistent.

● ASSISTANT

| Apr 2023 - Sep 2023

- Speaking to customers about what hairstyles they would like done
- Being able to persuade and negotiate the price with them
- Fulfilling their needs
- Having to buy specific products- run errands
- Planning meetings and taking detailed minutes
- Answering and directing phone calls
- Writing and distributing emails, correspondence memo



● PRET A MANAGER

Pret A Manger | Oct 2022 - Dec 2022

- Delivering exceptional customer service at all times, being first point of contact for all customers
- Skilled at dealing with complex customer queries and confrontational circumstances understanding when to escalate where necessary
- Providing customers with bespoke & tailored beauty / product advice
- Strong relationship management skills - confidently building lasting relationships with customers, and colleagues and communicating with other stakeholders
- Familiar working in a busy, fast paced and challenging environment
- Responsible for operating the cash register accurately and efficiently as well as handling cash and credit transactions
- Great team player who is able to work cohesively and effectively with others
- Responsible for stock control and overall replenishment of stock - ensuring a tidy, well-kept and replenished store always
- Independently keeping up to date within store products and consistently up selling products and promoting add on sales
- Regularly meeting personal sales targets as well as wider company targets

Education & Training

2021 - 2024 ● Harris Academy East

A Level in criminology,

- 2021 - 2024 ● **Harris Academy**
A Level in Applied Science,
- 2017 - 2022 ● **Harris Girl's Academy East Dulwich**
GCSEs in English,
- 2017 - 2022 ● **Harris Girl's Academy East Dulwich**
GCSE in Mathematics,
- 2017 - 2022 ● **Harris Girl's Academy East Dulwich**
GCSE in Biology,