



Frances Fiam-Coblavie

Retail Assistant

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Languages

English

About

BRANDS WORKED WITH

- Burger
- Clarks
- Primark
- SAINSBURYS
- Selfridges
- Smyths Toys

Experience

● Trading Assistant

SAINSBURYS | Aug 2023 - Sep 2023

- Monitored inventory levels to ensure that shop floor is stocked
- Using a handset to reduce products for customers
- Helping set up displays for the season
- Providing customer service and assisting customers with Argos orders, availability of products



● Luxury Retail Assistant

Selfridges | Sep 2022 - Dec 2022

- Provide exceptional customer service by greeting and assisting customers with their requirements
- Demonstrated excellent product knowledge
- Ensured all customer information is up to date with company CRM
- Ensured the shop floor remained clean and tidy for customers
- Consistently achieving individual and department targets

● King Crew Member

Burger | Feb 2022 - Jun 2022

- Promptly handled guest concerns and complaints
- Prepared a variety of foods according to customers' orders
- Report to all shifts with the correct uniform
- Stored food in their designated areas and storage areas to prevent cross-contamination

● Retail Assistant

Smyths Toys | Oct 2021 - Dec 2021

- Carrying out price changes and promotions with the price handheld device
- Merchandising stock
- Completed all cleaning, stocking and organising tasks in my designated aisle(s)
- Engaged with customers in a friendly manner

● Retail Assistant

Clarks | Jul 2021 - Sep 2021

- Trained to measure feet and fit shoes on babies and children as well as adults.
- Furthermore, I operated on the till and was given the responsibility to ensure the shop floor was tidy.
- Given the responsibility to ensure that the shop floor-maintained cleanliness to attract customers by organising the racks and shelves
- Exceeded my daily and weekly personal sales targets as well as for the team
- Adapting my performance and attitude towards the task I am dealing with



● Retail Assistant

Primark | Jun 2019 - Sep 2019

- Apply in-depth product knowledge across the home and women's section to advise customers on the suitable products Primark provides
- Accumulated sales by following the company's policy and procedures to process payments and refunds
- Engaging with customers by having meaningful conversations and

working closely with the team to provide a better customer service

- Making the sure that the shop floor had outstanding standards in housekeeping
- Effectively communicating with unhappy or angry customers to reach an agreed solution – this requires me to remain professional and act with integrity

Education & Training

2020 - 2024 ● **University of Portsmouth**
Bachelor of Science,

2013 - 2018 ● **Trinity C of E School**
7 GCSE'S,