



Inas Hadad

Business Centre Sales Supervisor

[View profile on Dweet](#)

Languages

English

About

With a rich background in managing and supervising at Carvela and Kurt Geiger, coupled with sales expertise from Marks & Spencer's and Reiss, I excel in customer service, sales, and store operations. Proficient in Microsoft Word and adaptable to flexible schedules. Basic English proficiency enhances my capability to engage with diverse clientele.

BRANDS WORKED WITH

Carvela and Kurt Giger

Marks & Spencer's

Reiss, Westfield Shepherd's bush

Nando's

Aqua Water Ltd

Experience

● Supervisor

Carvela and Kurt Giger | Jan 2023 - Feb 2023

- Part time supervisor assistant at Carvela and Kurt Giger. My role consists of opening and closing the stores as well as ensuring the store under my supervision is kept clean and maintaining the standards of Carvela.
- Normally carvela is the main store I work at, as well as I have to check and do the deliveries, monitoring and processing them. Being a supervisor has completely changed my view towards leadership and managerial skills.

● Costumer assistant

Marks & Spencer's | Jul 2022 - Jan 2023

- At this job I have to deal with the customers if they want any help with choosing their outfits or wanting any sizes, I do deliveries from back of the house and at the same time I do cashier and doing the replan to put everything on the shop floor making sure everything is how we want at the store and every Sunday's we have meetings about what is new and what will be doing for the week and how much money we will be needing to make and we have a target for each day.
- Engaged with stakeholders to build relationships and brand awareness
- Offered friendly, efficient customer service and handled challenging situations with ease
- Delivered services to customer locations within target timeframes
- worked flexible hours, covering nights, weekends, and bank holidays.
- Used Microsoft Word and other software tools to create documents and clear communications.

● Sale assistant

Reiss, Westfield Shepherd's bush | Jun 2021 - Jul 2022

- Provided service with a smile, offering courteous, helpful advice to best meet customer needs.
- Greeted costumers and offered assistance with selecting merchandise, finding accessories and completing purchase.
- Accepted and processed cash, cheque, card, and mobile payments using POS systems.
- Provided excellent sales services by offering bespoke product advice to meet exact customers' needs
- Increased seasonal event sales through targeted selling in line with current marketing initiatives and promotions.
- Assisted customers with signing up for store loyalty programmes and provided details about key benefits
- Used product knowledge, sales abilities, and customer relations skills to drive substantial profit increases
-

● Waitress

Nando's | Oct 2020 - Feb 2021

- Had to take orders from customers and always had to check on them so we know everything is okay and not letting them wait for long so they



will be happy for coming to the restaurant.

- Served meals and drinks with professionalism and skill. maintaining high presentation and quality standards
- Kept guest tables neat and tidy by regularly clearing away dirty dishes, used glasses, and wiping down
- Performed bar closing duties. thoroughly cleaning. sanitising and replenishing stock
- Refused drinks service to guests without appropriate proof of age
- Neatly set tables before guests' arrival, preparing, and setting cutlery and refiling condiments
- Trained new wait staff to deliver quality service and uphold brand standards.
- Resolved guest complaints promptly and professionally, notifying restaurant management or concerns.

● **Business owner**

Aqua Water Ltd |

We started this business in 2022 and our staff provide the best service to our clients, our business provides water filtration to our clients, so they don't have to use the tap water anymore. Our engineers and water plumbers they go to our clients and provide the water filtration and it lasts up to two years.

Education & Training

2021 - 2025

● **University of London Metropolitan**

Bachelor of Architecture,

● **City of Westminster College**

BTEC,

● **City of Westminster College**

BTEC,