

Katie Brooke

Customer Assistant

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Languages

English

About

I am a highly motivated individual working on a Law degree at Northeastern University. Therefore I am looking for a job alongside my studies. Due to University, available evenings and weekends. My main hobbies include running, reading and shopping!

BRANDS WORKED WITH

Lloyds Pharmacy, Barton-Upon-Humber

Tesco, Barton-Upon-Humber

Experience

- **Customer Assistant**

Tesco, Barton-Upon-Humber | Oct 2022 - Now

(Currently on study leave) My main role within the Tesco team is a checkout operator. Within this role I work alongside many colleagues to provide efficient service to our customers. This doesn't only include scanning through items but being friendly towards our customers, always offering a smile and conversation, packing customers bags and helping all customers in particular, those with mental and physical disabilities while aiding those who are blind or deaf. Most importantly for my role is to be prepared to fix any situation whether it be a complaint or angry customer, not being able to scan items and even fix technical faults such as a till freezing or receipts getting jammed. This has allowed me to be able to deal with many situations as quickly as possible to minimise unhappy customers. Even though being a checkout operator is my main role, I am trained in other departments (Dry Grocery, Health and Beauty and Trolleys). For example, stacking shelves on the shop floor, putting away trolleys, printing labels for shelves, date checking products and even taking the leadership role as an of-till checkout colleague. The duties I carry out filling in for an of-till colleague are watching out for queues that are too long and opening more tills, helping customers find items, making sure the bags or token are fully stocked and emptying tag baskets. My role at Tesco has given me many opportunities for progression and has allowed me to gain many skills such as leadership, communication and problem solving.

- **Customer Assistant**

Lloyds Pharmacy, Barton-Upon-Humber | May 2021 - Jun 2021

While fulfilling this role, I stacked the shelves in the shop making sure all of the stock is out and if not, it is made aware. I organized the prescriptions on the shelves in the dispensary and the scripts in the box, talked to customers to try to resolve issues, handed out prescriptions, recommended products and helped to locate items. I also helped do the cleaning in the shop and dispensary throughout the day to keep it clean and sanitary but also helped with the big clean at the end of the day.