



Emmanuel Ekechukwu

Retail Assistant

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Languages

English

About

With a proven track record in customer service at various high profile events such as red carpet events, I excel in fast-paced environments, ensuring exceptional service. Skilled in team collaboration and communication, my experience spans from retail to high-profile event catering, highlighting my adaptability and dedication to excellence in customer satisfaction.

BRANDS WORKED WITH

for Parim Agency

Bunker 51, Laser Tag Marshall

Marks and Spencer (Charlton)

Experience

● Waiter, Bartender

for Parim Agency | Dec 2022 - Jan 2024

- I also have experience working as a waiter at various events, usually high profile such as red carpets etc.
- I gained experience in customer satisfaction with the service and would make them feel at ease and pleased with my service.
- Being a waiter was very fast paced and I had to follow a certain order to make sure everything ran smoothly so I gained skills in doing tasks at a high standard but also efficiently.

Teamwork

- While working as a waiter for an agency I had to work with my colleagues on setting up cutlery on the tables and make sure everything was up to standard and we had a timeframe to meet.
- At my time at Bunker 51 there was times my colleagues needed help running their groups so If I was free, I would help working as a team to run the group. Communication
- Presented project work both individually and as part of a team during my Citizenship GCSE Course. This involved preparing PowerPoint slides, delivering a presentation to a varied audience and producing a written report.
- While I had the role of a Laser Tag Marshall, I was running laser tag games for a wide range of age groups which consisted of children and adults so I had to explain health and safety rules and how to use the equipment to play before the games started.

● Group Leader

Bunker 51, Laser Tag Marshall | Jul 2021 - Oct 2022

- Worked at Bunker 51 running most laser tag games by myself.
- Further developed my communication skills as I had to explain to customers how the games worked and the different health and safety rules, they were to follow to play laser tag.
- Was given a responsibility to look after children as young as five, as laser tag is usually played by teenagers and children so had to make sure everyone was having fun safely.
- When something went wrong such as the computer system malfunctioning which in turn would cause the games to stop and customers confused and annoyed, I made sure I took initiative quickly and informed them that it would be resolved asap and for the inconvenience they would receive an extra game.

● Retail Assistant, Customer assistant

Marks and Spencer (Charlton) | Mar 2020 - Mar 2021

- Worked as part of a team to stock up shelves, maintain warehouse standards and provide outstanding customer service.
- Constantly under pressure to finish my tasks before the deadline every shift.
- Developed excellent communication and customer liaison skills.
- Shown initiative and teamwork skills by supporting other team members with their tasks after finishing my own.