



Hayley Bennett

Customer Assistant

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Languages

English

About

With extensive experience in prestigious retail settings like Off-White at Selfridges and John Lewis, I specialise in sales and exceptional customer service. My passion for storytelling enriches customer interactions, driving sales and enhancing the shopping experience across various luxury retail environments.

BRANDS WORKED WITH

Charlotte Tilbury Beauty

Crook Log Leisure Centre

Greenwich Leisure Ltd, GLL

John Lewis

of-white-Selfridges

Paperchase

Experience

● Sales associate

of-white-Selfridges | Aug 2023 - Sep 2023

- Being able to manage alone on counter at all times
- Daily reports/daily sales
- Adapt working in diferent areas/counters of the building
- Boxing/Shipping out left over stock



● Sales Assistant

Paperchase | Jan 2020 - Aug 2022

Duties in this role include:

- Upselling to customers while serving them at the till.
- Promoting our "treat me" cards, which give customers the best deals.
- Replenish the shop floor while keeping the store tidy at all times.
- Inspire customers when they are in our store, doing so by story telling with them or asking them relevant questions which will lead to another sale.



● Customer Advisor, Retail Makeup Artist

John Lewis | Oct 2016 - Jun 2018

Duties in this role include:

- To achieve daily, weekly and monthly sales and KPI targets;
- To deliver exceptional customer service, building a positive rapport with customers and tailoring their needs to the products and services we offer including empathising with customers' sensitive relationships;
- Processing orders for customers and recording weekly sales on report sheets.
- To maintain & list stock levels, required for ordering.
- Support and train new staf members in all aspects to embody Charlotte Tilbury's high customer service standards.
- Liaise with John Lewis and other brands/departments to arrange product masterclasses to promote sales, which involves logging feedback & resolving outstanding issues.

● Swimming Instructor

Greenwich Leisure Ltd, GLL | Jul 2015 - Oct 2016

Duties in this role include:

- Leading swimming lessons for children and students with various disabilities.
- Planning and delivering lessons.
- Ensuring health & safety measures within the environment, including equipment & taking risk assessments.
- Creating personal plans to enhance swimming techniques for each individual and giving good feedback from my evaluations.

● Swimming teacher

Crook Log Leisure Centre |

- Plan lessons for each stage. (1-7)
- Assess children's ability for next stages.

