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Top skills

CUSTOMER SERVICE

When I receive a high level of customer service, it makes me feel good and leaves a nice impact on my day so I aim to do the same for customers. I take pride in this at Greggs and in my previous role at the Odeon.

TEAMWORK

At Greggs I play my part in the team by doing what I am tasked with on that shift and being there to support others at busy times. I have been commended on this by shift managers.

CURIOSITY AND A LOVE OF LEARNING

A strength: school, university, learning piano, watching new film and TV content, discovering new food. I love to learn about new things and I am a fast learner. Building on Computing Science from school to university has been a challenging but satisfying move. I have successfully learned new processes, tools and products in two jobs now.

JUST A LITTLE BIT OBSESSED WITH HOME IMPROVEMENTS

Have recently started following B&Q on Instagram and I am obsessed. I have worked with my parents on many home improvement projects from building a greenhouse to upcycling furniture.

FRIENDLY AND OUTGOING

At Greggs we have many regular customers who come in every day for their food and a chat. I always make time for them and know many of them by name. I believe friendliness can go a long way in making a positive impression on someone's day.

COMFORTABLE WITH NEW TECHNOLOGY

Studying computer science so I am very comfortable with technology. I built my own gaming PC by saving up my money and sourcing the best priced parts online. Intend to build another one and sell for a profit.

FLEXIBLE

I move from store to store when required if other stores are short staffed and stay longer than my shift if required.

Full Name

First year student with retail experience

Have one years combined customer service and retail experience in highly customer focussed environments at Greggs and Odeon Cinema. Looking for evenings and weekends to fit around university where I am studying Computer Science. I am very excited about the opportunity to work as a **Customer Advisor** and continue my career in fast-moving retail and am willing to fully commit to learning how to be an **expert advisor on seasonal and outdoor products**. I have a strong work ethic, good attitude and friendly manner.

Experience

October 2022 - Present

Greggs Bakery, Glasgow, Team Member

This is a very busy customer environment with high footfall and peak times over breakfast and lunch. Duties include:

- Serving customers from the till and managing the ovens
- Making fresh sandwiches and stocking the shelves
- Ensuring that the shop looks clean, tidy, and presentable for our customers.

I have realised how important efficiency is, and how crucial problem solving is. For example, recognising at what time the shop spikes in customers and to appropriately prepare, by restocking the fridges, and preparing new batches of heated goods, like sausage rolls.

November 2021 - February 2022

Odeon Cinema, Braehead, Customer Experience Assistant

Providing a great Customer Experience was very important at The Odeon and this threaded through all of my activities, which covered:

- Cleaning the screens, toilets, high traffic areas and touch points, keeping these to a high covid-safe standard
- Serving food to a high standard including nachos, slushies, popcorn and hotdogs
- Greet customers as they arrived, establish what they needed and direct accordingly

All my activities at work were carried out with attention to detail, politeness and friendliness and to the best of my ability.

Education

September 2022 - Present

BSc Computing Science, University of Glasgow

- There is a substantial emphasis on programming, using Python. Other key areas are: computer systems, databases, and human-computer interaction.
- Transferable skills developed as a result, applicable to a Customer Advisor role are: teamwork and leadership, communication, time management and organisation, numeracy and commercial awareness.
- Member of student society: Engineers without Borders

August 2020 - June 2022

Highers, St Ann's Academy, Glasgow

Maths (A), English (A), Computing Science (A), Art (B), Religious, Moral and Philosophical Studies (B), Physics (B)

Caritas Award: included volunteering and being an impactful member in my community

References

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