**Annie Example**

180 Horse Carriage Way

Luton

L35 8NN

Tel: 07236 555890

Email: [Annieexample1995@hotmail.com](mailto:Annieexample1995@hotmail.com)

Personal statement

A conscientious and professional customer service assistant with experience in sales, customer service and merchandising. A highly organised and efficient individual, whose thorough and precise approach has yielded excellent results. Recent achievements with my current employer showed the re-designing of the store layout which resulted in sale figures increasing.

Key Skills

* Good customer service skills
* Excellent IT skills
* Excellent communication skills, both written and verbal
* Able to speak in German
* Fully qualified first-aider

Employment History

Customer Service Assistant at Oaktree Retail Store, Luton

(December 2015 – present)

Responsibilities:

* Looking after the Accessories department
* Serving customers and answering queries
* Supervising and training new staff members
* Displaying stock on the shop floor
* Handling and supervising till operations

Education

**Luton 6th Form College, Luton**

*(Sept 2013 – July 2015)*

* BTEC Diploma in Business Studies Level 3 (Merit)
* BTEC Certificate in Retail Level 3 (Merit)

**Denbigh High School, Luton**

*(Sept 2009 – July 2013)*

* 9 GCSE’s grade A-C including Maths and English

Hobbies & Interests

I am involved in a local amateur dramatics society, where I volunteer as a lighting and sound technician. I have been involved with this society for three years and very much enjoyed being part of the team. I also enjoy playing squash and regularly take long walks in the countryside.

References

Karen Mathews

Sales Manager

Oaktree Retail Store

3 fares Walk

Luton

L13 7FL

Tel: 0113 885665

Email: [Kmathews@Oaktree.co.uk](mailto:Kmathews@Oaktree.co.uk)

Tom Kellham

Business Lecturer

Luton 6th Form College

BradgersHill Road

Luton

L32 9JL

Tel: 0113 262 770

Email: Tom.Kellham@Nottsfc.ac.uk