

Samantha Spencer
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As a passionate customer services and sales worker, I am pleased to be able to apply for this position, to which I hope to bring experience and enthusiasm. Over the years I have been involved in many community projects both locally and abroad. I pride myself on being able to engage a team of people to work as one. My time in retail has taught me about managing people at all levels. As a full time manager I have demonstrated considerable flexibility, prioritising the business at all times. As a member of this team I have learnt how to cope in a high pressure retail atmosphere. Fundraising taught me the importance of giving back to both the community and the world in as many ways as I can. My ambition to progress in everything I do means that I set myself high standards. I am very confident when working with people and have shown my ability to teach and train on many occasions.

The variety of things I have done and situations I have been in not only in retail but also in restaurant, Fundraising and office work means I have a very broad outlook on any career I'm in. I'm very happy and willing to learn to gain new skills and reach the best of my ability in everything I do.

EMPLOYMENT

Customer Experience Manager | Sainsburys - Argos | www.sainsburys.com
Portishead | 06-08-18 to Present

I'm currently working as part of the Customer Experience team, alongside the wider management team. I have taken on every opportunity which has arisen whilst working here. During my time here I have worked every department in store as a colleague, taken a sabbatical year as a Trading Support Manager in Argos and now am in my favorite area managing the front end of the store. I am responsible for running the store in the absence of senior management. I have spent a lot of time developing a strong and confident team to support our store to a 100% store score card in the last 12 months.

Supervisor/Senior Sales | Mccolls | www.mccolls.com
Portishead | 09-02-16 to 01-08-2018

I worked as a Supervisor in the Portishead branch of Mccolls. In this role I was responsible for most of the day to day running of the shop systems and the constant upkeep and organisation of the office. I was also responsible for a

large part of the stock replenishment of the shop floor. This includes completing deliveries. I felt confident both opening and closing the shop on all days of the week.

Fundraiser | Home Fundraising | www.homefundraising.com
Bristol | 21-09-15 to 07-02-16

Key Achievements:

- I earned over £100,000 for charity in my time here.
- I have worked as a fundraiser, a team leader and on the recruitment team.
- I learnt how to make quick judgements and decisions.

Waitress/bar staff | The Poacher cafe bar and ale house
Portishead | 14-06-14 to 20-08-15

I worked at this bar in Portishead as a full time member of staff. I thoroughly enjoyed working here because the atmosphere was electric. The customers and the team I work with made it exciting. In my time working here I was one of the most experienced members of staff and had worked in all areas of the restaurant, bar and a small portion of the kitchen.

Waitress | Brewers Fayre | www.brewersfayre.co.uk
Portishead | 22-09-11 to 28-08-13

Key Achievements:

- I got mystery diner reports of 100% and 95%.
- I worked both back of house and front of house within the restaurant.
- I took up opportunities for training in all areas of the restaurant.

KEY SKILLS

Working knowledge of H&S in the work place.
Experience using the whole MS Office suite and CS5.
Have been a key holder, alongside being competent in cash handling.
Experienced in stock takes and have recovered large quantities of lost stock with thorough checks.
Gone to great lengths to save money for both myself and others whilst supporting my community and my planet.

EDUCATION

ICT NVQ – Distinction
Dbl Science – B/C

English Literature - B
English Language - B
Resistant Materials – B
Art – B

Mathematics - C
Statistics – D

City Of Bristol College, College Green, Bristol.
Hospitality and Catering Management BTEC
(not completed)
Gordano School, Portishead

PERSONAL INTERESTS

Bee spotting - Warhammer - Socialising - Gaming

REFERENCES

(Details available on request)

Craig McMurray - Brewers Fayre
Tina Lorraine - The Poacher's Ale House and Cafe Bar.
Josh Kendall - Home Fundraising
Emma O'loughlin - Sainsburys
Sam Gibbs - Sainsburys