

## SALES ASSOCIATE

### Career Focus

I am a dedicated, hardworking woman. I am trying to provide for a growing family. I am great with people, and handle myself well in difficult situations. I am looking to eventually go back to school and better my own life as well. As for now I am seeking any type of employment to be able to provide for the daily needs of myself and my children.

### Skills

- Speaking
- Sales and Marketing
- Customer and personal Service
- Active Listening
- Critical Thinking
- Reading Comprehension
- English Language
- Judgement and Decision Making
- Social Perceptiveness
- Persuasion
- Clerical
- Coordination
- Monitoring
- Time Management
- Negotiation
- Mathematics
- Service Oriented
- Food Production
- Active Learning
- Learning Strategies
- Instructing
- Production and Processing

### Education and Training

June 2011 Stanhope Elmore High School - City , State GED

### Work Experience

Sales Associate , 11/2015 - 12/2015 Company Name - City , State

- Greet customers and ascertain what each customer wants or needs.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Answer questions regarding the store and its merchandise.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Place special orders or call other stores to find desired items.
- Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
- Watch for and recognize security risks and thefts, and know how to prevent or handle these situations.
- Inventory stock and requisition new stock.
- Ticket, arrange and display merchandise to promote sales.
- Exchange merchandise for customers and accept returns.
- Bag or package purchases, and wrap gifts.
- Clean shelves, counters, and tables.

Server/Server Assistant , 08/2011 - 01/2012 Company Name - City , State

- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Collect payments from customers.

- Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Prepare checks that itemize and total meal costs and sales taxes.
- Take orders from patrons for food or beverages.
- Serve food or beverages to patrons, and prepare or serve specialty dishes at tables as required.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.
- Clean tables or counters after patrons have finished dining.
- Roll silverware, set up food stations or set up dining areas to prepare for the next shift or for large parties.
- Inform customers of daily specials.
- Explain how various menu items are prepared, describing ingredients and cooking methods.
- Prepare tables for meals, including setting up items such as linens, silverware, and glassware.
- Stock service areas with supplies such as coffee, food, tableware, and linens.
- Remove dishes and glasses from tables or counters, take them to kitchen for cleaning.
- Assist host or hostess by answering phones to take reservations or to-go orders, and by greeting, seating, and thanking guests.
- Perform cleaning duties, such as sweeping and mopping floors, vacuuming carpet, tidying up server station, taking out trash, or checking and cleaning bathroom.
- Perform food preparation duties such as preparing salads, appetizers, and cold dishes, portioning desserts, and brewing coffee.
- Escort customers to their tables.
- Fill salt, pepper, sugar, cream, condiment, and napkin containers.
- Garnish and decorate dishes in preparation for serving.
- Provide guests with information about local areas, including giving directions.

Sales Associate , 01/2011 - 05/2014 Company Name - City , State

- Use computers for various applications, such as database management or word processing.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Assist customers by providing information and resolving their complaints.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Greet customers entering establishments.
- Answer customers' questions, and provide information on procedures or policies.
- Sell tickets and other items to customers.
- Calculate total payments received during a time period, and reconcile this with total sales.
- Monitor checkout stations to ensure that they have adequate cash available and that they are staffed appropriately.
- Assist with duties in other areas of the store, such as monitoring fitting rooms or bagging and carrying out customers' items.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Sort, count, and wrap currency and coins.
- Stock shelves, and mark prices on shelves and items.
- Request information or assistance using paging systems.
- Compute and record totals of transactions.
- Compile and maintain non-monetary reports and records.
- Offer customers carry-out service at the completion of transactions.
- Recommend products to customers, based on customers' needs and interests.
- Answer customers' questions about products, prices, availability, product uses, and credit terms.
- Train customers' employees to operate and maintain new equipment.
- Pack customer purchases in bags or cartons.
- Stock shelves, racks, cases, bins, and tables with new or transferred merchandise.
- Stamp, attach, or change price tags on merchandise, referring to price list.

- Receive, open, unpack and issue sales floor merchandise.
- Clean display cases, shelves, and aisles.
- Design and set up advertising signs and displays of merchandise on shelves, counters, or tables to attract customers and promote sales.