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Group Interview at Coles

# Introduce Yourself

My name is Selim Miah. I have more than 3 years of experience in retail sales and customer service. Besides I have 10 months of cleaning job experience.

Grameenphone Ltd.: Cleaner from July, 2010 to April, 2011

Beximco Fashions Ltd.: Retail service assistant, May, 2011 to Nov, 2012

Century Fashion Retailer: Sales representative, Dec, 2012 to July, 2014

Most of my experience has been dealing with customers or calls from our customers. I truly enjoy working with people in this business as well as the challenges. In my last job, good relationship I formed with my customers resulted in me holding the highest customer retention rate of everyone else of my department.

One of my best strength is my attention to details. When I setup to work on a task or project, I always make sure it gets done on target

# What is your career goal/path

My short term goal is to get a job in such a reputed, customer centric organization like coles where I can associate with new people/customers and build up relationship, where I can utilize my skill and improve my career path. I love to see customer’s happy face.

My long term goal is to be in respectable management position in the organization.

# What is your strength and weakness

## Strength

My biggest strength is the ability to communicate effectively by this I mean listening effectively to the needs of customers to ensure they have the right product that resolve their problem.

My second strength is my ability to sell and hit target, I enjoy working under pressure, learning about new product and features.

Last year I was recognized for contribution to around 20% customer retention growth. This demonstrates my commitment to service. I think/feel my skill and experience/achievements are very good fit for the position and I am very excited to be member of your team.

I am honest, self motivated and hardworking person with positive attitude toward my career and my life.

## Weakness

My main weakness is that I don’t have any business degree which I presume/assume could have help me in developing customer relationship in a better way. But I am overcoming my shortcoming with my dedication and experience.

# Describe your work style

I have pretty meticulous. I am prone to excessive details of my job. Like if anything goes wrong, I try to find out source of the problem not the problem itself. Although it may take some extra time, I think it’s worth of it, the same problem shouldn’t happen again.

# What do you know about our company?

Coles is the largest supermarket in Australia having 2200 locations/outlets with 100K employees nationwide, helping Australia grow

For almost one hundred years Coles has helping Aussies with their grocery needs. Since the first store opened in 1914

Coles Goal (What we want to achieve): To give the people of Australia a shop they trust, delivering quality, service and value.

Coles Values (what we believe in):

1. Our customers come first – always!
2. We support each other to get things done.
3. We take pride in the service we provide.
4. We constantly strive to do better.

# Other coles business

1. Coles online
2. Mix clothing
3. Flybuys
4. Coles insurance
5. Coles credit cards
6. Coles express
7. Liquorland
8. First choice
9. Vintage cellars
10. Baby & toddler club
11. Coles music
12. Flowers gallery
13. Coles gift cards

# Tell about some cleaning instruments and chemicals

## Equipment

1. Scrubbers
2. Sweepers
3. vacuum-cleaners
4. buffing machine/shiner/polisher
5. Mopping

## Chemicals

1. Carpet cleaning
2. Detergent
3. Bleaching
4. Glass cleaner, window cleaner

# Why do you want to work with coles?

The work environment of the company is very good. People feel proud to be part of the company as company provides full support to their employees in professional manner. It has around 2200 locations around the country, so I have good opportunity to show my talent. I would be proud to work with such a reputed company. Moreover my skills are matching with the job requirements, so I can excel and grow.

* Rewards and benefits
* Recognition and celebration
* Cultural diversity
* Health & safety