**Time Management:**

I learn this skill throughout the time that I work at UBreakIfix. Basically, we have a 1-hour time frame for fixing Iphone and 3 hours for fixing Samsung devices. We have to stick to the timeframe in order to receive bonuses and commission. In the meantime, we also have to greet customer upfront, check them in with their devices but still maintain the workflow efficiently. Thus, I have to think about how I manage to get things done, which one I have to prioritize so I can get the job done in time.

**Listening Skills:**

One of the most important skill that I have learned working in retail business is how to listen to customer. At UbreakIfix, which is my most recent job, every technician is taught how to talk through the problem with customer, ask them detail information about their devices and check them in. Sometimes, customer come in with their anger and upset because their devices are not working, I have to calm them down listen to them carefully to show empathy and understandability.

**Teamwork:**

Almost every job that I have worked at until now require good amount of time interact with co-worker. Nothing can get done without the help from the teammates. We have to keep good amount of communication between each other in order to keep the workflow smoothly so in case of if someone is not there we still have an idea what happens.