



# Sarah Musa

Store Assistant

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## Languages

English (Fluent)

## About

Enthusiastic Store Assistant with exceptional customer engagement skills. Boosts sales by sharing product knowledge. Diligent shop team member skilled with money handling and customer questions. Works with team members to keep customers happy and lines under control. Grasped new concepts with ease

### BRANDS WORKED WITH

- AKinola Foods
- House of Fraser

## Experience

### ● Store Manager/Assistant

AKinola Foods | May 2021 - Nov 2023

- « Promptly identified and retrieved items in stock room to maximise sales opportunities. « Maintained and replenished stock according to store merchandising layout, ensuring consistent product availability.
- Maintained spotless store presentation through regular cleaning, organising and tidying. + Handled complaints calmly and professionally, minimising conflict and maintaining customer satisfaction. « Fostered positive relationships with customers to enhance loyalty and retention. «Covered extra shifts and maintained flexible schedule to achieve store goals. « Completed purchases with cash, credit and debit payment methods, providing customer receipts for reference.
- Documented stock count and operations to track usage and procurement. « Delivered seamless checkout experiences throughout peak business hours, maintaining customer satisfaction.
- Used queueing systems and POS till point efficiently, helping to minimise customer waiting times.

### ● Volunteer

Gateway Outreach Centre | Oct 2016 - Mar 2017

- Worked on till and served customers
- Helped organise food for distribution on Saturday
- Kept the shop tidy



### ● Casual Sales Assistant

House of Fraser | Dec 2023 - Now

## Education & Training

2018 - 2023

### ● Rochester Grammar School

GCSEs,,