



# Morgan Simpson

Very hardworking, always focused on my roles and responsibilities and good at leading teams.

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## Languages

English

## About

My Name is Morgan Simpson, I have been working ever since I turned 16. I'm hard working and determined, I work well in a team and on my own. I'm a fast learner and quick adapter to my environment. I enjoy learning new things and gaining more experience. I communicate well and always up for a challenge.

### BRANDS WORKED WITH

Argos

McDonald's

TK Maxx

## Experience



### ● Team Leader

TK Maxx | Apr 2018 - Now

I first started working at Tk maxx as a Sales assistant, for the first 6 months I was a cashier. Whilst working on tills I would have to deal with constant queues, customer queries and customer complains. I gained experience on fast& good customer service, such as getting queues down fast whilst making sure the customers are satisfied with their shopping experience. Whilst working on the tills I would try to complete my daily target of signing customers up for the treasure card - this is a points cards which customers would scan each time they shop to gain points in exchange for rewards. I would also make sure the till area is clean and safe for customers use. After 6 months of working here I then moved on to working the shop floor. Here I would have to make sure the customers are provided with any help needed, making sure the sales floor is clean and tidy and there's no hazards in which could cause the customers any harm. Within a year I was asked to become a Team leader which I accepted. I was trained for two years before becoming an official team leader. During my role of a team leader I had to:

- Train new employees.
- Make sure my team are up to speed in their roles.
- Making sure the shop floor is up to standard and clean
- Making sure my staff meet the KPI's
- Making sure my team/ staff are happy
- Supporting my team with any support or help they need.



### ● Crew Member

McDonald's | Feb 2018 - Apr 2018

I worked in Mc Donald's for 2 months whilst on the search for a different job. Whilst working in McDonalds I learned how to deal with a busy environment whilst delivering fast service. As I worked in London Victoria station I would have to deal with a constant rush from customers before they needed to catch their train or when they've come off their train. Here my job role was to serve on tills, taking many orders at a time and then gathering their order to bag it and give to the customer.



### ● Sales Assistant (Part-time)

Argos | Nov 2017 - Jan 2018

I worked at Argos as my first ever job. I started my position as a sales assistant for Argos on the 29th

of October 2017. My position was only temporary as I was a Christmas Temp. However I learned a lot about customer service and how to deal with difficult customers. I was mainly working on Tills, serving customers and helping with their enquiries. If and when there was no queue then I would walk the shop floor and assist any customers that needed help.

On tills my main focus was:

- Helping customers with any enquiries.
- Assisting customers with their sales & refunds.
- Signing customers up for the Argos card.

## Education & Training

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- 2018 - 2019 ● **Lambeth college**  
College Degree in Level 3 business,
- 2017 - 2018 ● **South Thames Colleges Group**  
College Degree in level 3 health and social,
- 2013 - 2017 ● **La Retraite**  
GCSE in Sociology,
- 2013 - 2017 ● **La Retraite**  
GCSE in English,
- 2013 - 2017 ● **La Retraite**  
GCSE in Mathematics,
- 2013 - 2017 ● **La Retraite**  
GCSE in Business,