



Saafa Bakari

BUSINESS CLERK

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Languages

English (Native)

Swahili (Work Proficiency)

About

I am an experienced shop assistant with a strong background in customer service, cash handling, and store organisation at FarmFoods. Proficient in English and Swahili, I adapt well to various retail environments and tasks.

BRANDS WORKED WITH

- The Royal Courts Of Justice (Brook Street)
- FarmFoods
- London PCO Licence
- Ibis Hotel
- Stagecoach Bus
- KFC
- Amazon

Experience

Mileage clerk

Stagecoach 7:30 -3:30 hybrid | Jul 2022 - Now

- Managing bus schedules and timetables, ensuring accurate and up-to-date information.
- Maintaining and updating records of bus routes, schedules, and passenger information.
- Assisting with various administrative tasks, such as filing, record-keeping, and correspondence.
- Preparing and submitting reports related to incidents in the bus, statements, schedules, and customer complaints.
- Ensuring compliance with company policies and safety regulations.
- Meeting submission with all data of bus schedules sent to TFL (Thursday)

Legal Administrator

The Royal Courts Of Justice (Brook Street) | Mar 2022 - Jul 2022

- Distributed documents to solicitors and managed both internal and external correspondence.
- Prepared pre-assessed documents for judges/officers.
- Utilized specialized legal systems and general Microsoft Office (Word, Excel).
- Handled minute-taking, document distribution, and mail management.
- Managed confidential documents and maintained casework.



Retail assistant

FarmFoods | Sep 2021 - Dec 2021

- Assisting customers with inquiries and locating products.
- Stocking shelves and replenishing products.
- Operating the cash register and handling transactions. (Main duty)
- Keeping the store clean and organized.
- Receiving and organizing deliveries.

Business Administrator

London PCO Licence | Oct 2018 - Jun 2021

- Managed administrative duties such as face-to-face and phone enquiries, email communications, and document preparation.
- Assisted clients with form completion and managed diary schedules.
- Handled photocopying, filing, and payment processing (cash/card/online transactions).
- Provided one-to-one and group training sessions.
- Updated spreadsheets (Excel) and managed voicemails daily.
- Processed DBS checks and engaged with non-English speaking customers.
- Managed refunds and booking processes.

Receptionist

la chiq | Sep 2017 - Oct 2018

- Answered phone calls and handled customer feedback.
- Managed payments via cash or card and online bookings (Treatwell)

system).

- Handled cancellations, refunds, and set up treatment rooms.
- Managed diary schedules and basic receptionist duties.
- Prepared tea and coffee, and opened the salon in the mornings.

● **Waitress/Housekeeping Maintenance**

Ibis Hotel | Mar 2017 - Jun 2017

- Took orders, prepared dishes, and maintained cleanliness.
- Ensured stock was up-to-date and replaced as necessary.
- Served a diverse customer base and ensured satisfaction with service.