

This document is to highlight the various roles the clients may have and the skills these roles would teach in Employment History.

Employment History

Customer Service Team Leader/Cashier- Betting Shop

Achievements and responsibilities:

- Greeting customers, taking money and accepting bets.
- Dealing with customers in a socially responsible way.
- Handling large bets and payouts to customers.
- Constantly ensuring the money in the till and the figures put through the computer are completely accurate and always match.
- Being alert to any potential fraud, underage gambling or other illegal activity, and taking action to prevent it.
- Manually calculating payouts, using the prices when the internet is down.
- Explaining odds and different ways of betting.
- Keeping the shop clean and tidy and stocked with betting slips, pens and odds sheets.
- Giving information about products like gaming machines.
- These various roles have led to: improved customer service, an improved eye for any fraudulent/ illegal behaviour and exquisite cash handling skills.

Sales Assistant- Supermarket/Clothing Store/Hardware Store/Retail

Achievements and responsibilities:

- Assist customers to ensure they have an enjoyable experience in the store so that they return.
- Advise customers on any queries they have, such as stock availability & any special offers present.
- Understand the products sold and the utility they bring to customers to be ready to give information on all products to customers.
- Working the tills which covers handling customer payments & refunding any unwanted items.
- Calming situations involving customers to ensure they are returning customers and do not question the customer service of the staff.
- Working effectively alongside a team of staff members.
- Keeping the shop floor tidy and helping to replenish stock when deliveries arrive.
- These various roles have taught the skills to speak to customers to ensure they feel valued so they can be returning customers.
- These roles also improve cash handling skills and teaches the importance of working alongside your team to improve efficiency.



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Barista- Coffee Shop/ Retail

Achievements and responsibilities:

- Prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees or teas.
- Clean or sanitize work areas, utensils, or equipment.
- Check temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning.
- Describe menu items to customers or suggest products that might appeal to them.
- Receive and process customer payments.
- Stock customer service stations with paper products or beverage preparation items.
- Take customer orders and convey them to other employees for preparation.
- Weigh, grind, or pack coffee beans for customers.
- Wrap, label, or date food items for sale.
- These various roles led to an improve in: cash handling, customer service skills when handling customers & working effectively with a team.
- These roles also needed constant weighing of coffee beans which led to an improvement in handling various measurements.

Cleaner- Hotel/Commercial Cleaner/Office Cleaner/ Hospitality

Achievements and responsibilities:

- Sweeping, vacuuming and mopping floors.
- Clean commercial buildings by emptying trash cans, servicing restrooms and wiping down communal surfaces.
- Tackle heavy cleaning jobs upon request.
- Ensure outside walkways remain clear and free of debris.
- Notify building management of any repairs required.
- Performing and documenting routine inspection and maintenance activities.
- Cooperate with the rest of the staff
- Follow all health and safety regulations
- These diverse roles led to an improvement in organizational skills whilst highlighting the importance of working with a team.

Company Driver- Delivery Company/ Post Office/ Restaurant Delivery

Achievements and responsibilities:

- Deliver important documents and parcels to required destinations
- Ensure that all deliveries have been signed and delivered to the correct recipient
- Keep vehicle clean and maintained at all times
- Perform preventative and regular maintenance on vehicle.
- These different roles improved timing and organizational skills whilst having to remain calm and ensure everything is signed for.



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Warehouse Worker/Assistant- Warehouse Worker/Retail/ Hospitality

Achievements and responsibilities:

- **Keeping** computerized checks of the stored products.
- **Moving** goods around the warehouse.
- **Signing** delivery notes.
- **Reporting** broken goods.
- **Packing** products for dispatch.
- Sort, organize and store inventory in the proper location.
- Ensure workspace is free of debris and remove safety hazards from aisles.
- Update logs and documentation for inventory processing.
- **Working with a team to ensure everyone is as efficient as possible.**
- **These numerous roles enhanced skills when working with a team and led to an improved eye for mistakes as no mistakes can be tolerated when working in a warehouse.**

Care Worker- Hospitality

Achievements and responsibilities:

Under a nurse or medical staff direction

- administering medications for whoever is being cared for.
- checking vitals to monitor overall health.
- assisting with prescribed exercises.
- assisting patients into and out of bed.
- These varied roles show the importance of following a direction exactly. These roles also improve skills when it comes to helping those who are being cared for.

Pharmacist – Pharmacy

Achievements and responsibilities:

- Interacting with patients when they come to collect their medication.
- Having to calm down patients through confusing encounters and having to re assure these customers.
- Having to do checks of the medication and the patients that come in to ensure there are no mistakes when handling medication.
- Dispensing the correct medication to the patients and helping them fill out any paperwork needed.
- Stock and put away medications/drugs when they arrive to the pharmacy.
- These roles improve an eye for a possible situation and it helps to teach the quickest way to dismiss a problem before one arises.
- These roles also teach vital organizational skills and improve customer service skills.

