

JOANNE TELLER

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Berkeley, CA 94705
(510) 555-5555
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OBJECTIVE: Position as a Supermarket Checker or Head Clerk.

EDUCATION

Business Core 1979 - SPOKANE COMMUNITY COLLEGE

SUMMARY OF QUALIFICATIONS

- 15 years experience in the grocery industry as head clerk, checker, and cashier
- Excellent reputation with customers as a competent, knowledgeable, and helpful professional
- Enjoy my work and consistently greet customers with a smile
- Honest, reliable, and productive

SKILLS & EXPERIENCE

Customer Service

- Developed a reputation for excellent customer service by acknowledging the customer's presence and making eye contact, greeting customers in a friendly manner, and giving them full attention taking time to answer a question or find someone else who could
- Served as product expert on sophisticated items, directing customers to exotic spices and ingredients, ethnic foods, unusual gourmet items
- Increased sales in the higher-profit Natural Foods Department (and increased customer satisfaction) by advising customers on bulk alternatives to name-brand items

Supervision

- As Head Clerk; managed "front end" of the store, prepared daily schedules for staff of up to 18 clerks to assure maximum check stand coverage at all times, assigned staff to cover peak hours and continuous stocking
- Trained new clerks

Administrative

- Balanced checker's cash drawer with consistently high level of accuracy.
- As Office Cashier for one year; accurately balanced books and balanced deposits, answered phones, prepared daily sales report, made deposits, processed returned checks, prepared monthly sales report for HQ

EMPLOYMENT HISTORY

1992-1999 Retail Clerk, journeyman CO-OP SUPERMARKET, Berkeley, CA
1990-1992 Buyer's Assistant LILLY Department Store, Oakland, CA
1985-1989 Manager's Assistant WALLACE Clothing Store, Spokane, WA