

**LM**

LORRAINE MHASHO

RETAIL SALES | CONTACT: - 55078324
EMAIL: - LOLOTEES@YAHOO.COM
HUSBAND SPONSORSHIP

OBJECTIVE

To develop a successful career in Sales & Customer Experience that will allow me to fully utilize my skills by proving world class five-star services with an overriding commitment to meet set corporate vision.

SKILLS

- Hard working and thorough in execution of tasks.
- Quick Learner with the ability to assimilate job requirement.
- Good communication skills
- Can-do attitude and committed to high standards of customer service.
- Computer Literacy: - Microsoft Word, Excel, Power Point, Outlook, Email and Internet.

PERSONAL DETAILS

Sex – Female
Nationality – Zimbabwean
Status – Married (Husband Sponsorship)

EXPERIENCE

SALES ASSOCIATE • TWINSET (UNITED RETAIL TRADING) • JANUARY 2021 – TO DATE • DOHA, QATAR

United Retail Trading was created to bring to the market new, creative and innovative brands. Introducing new products and services that the customers want and need. Not forgetting the landlords, we bring them new and exciting brands with great quality and price positioning.

As a Sales Associate for Twinset (Italian Brand) leading the sales initiatives in Villaggio Mall, Qatar.

KEY RESPONSIBILITIES

- Welcoming customers in the store.
- Daily opening and closing tasks in line with the business regulations.
- Providing the customers with great attention in the store and offer guidance for them to know about the products.
- Understanding the customers' needs and product preferences.
- Cross selling products to increase purchase amounts.
- Introducing promotions and opportunities to customers.
- Attending to daily briefings and implementing it into daily routine.
- Keeping track of the standard placement and rotation of the goods.
- Monitoring the product sales price offered in the shop in accordance with the company expectations and regulatory requirements and report discrepancies to the shop manager.
- Ensuring the store/sales area and warehouse are maintained in accordance to the company and environmental standards.
- Product stocking and arrangement in the warehouse according to the brand and safety standards.
- Achieving established goals.
- Maintaining an orderly appearance and comply with the company's uniform standards at all times.
- Any other related jobs as assigned.

**SALES ASSISTANT • MARKS & SPENCER (ALFUTTAIM GROUP) •
FEBRUARY 2017 – JUNE 2020 • DOHA, QATAR**

As a diversified organization, we bring the quality and reputation of more than 200 companies into your life. Al-Futtaim's 42,000 dedicated employees are committed to helping you make the right choice – no matter your location or need – in sectors as varied as automotive, retail, real estate and finance. Established in the 1930s as a trading business, Al-Futtaim is one of the most progressive regional family business houses headquartered in Dubai, United Arab Emirates. Today we are in more than 29 different countries – from our home in the Middle East, all the way to Africa and Asia.

I was a Sales Assistant for Marks & Spencer (London Brand) leading the sales initiatives in Villaggio Mall, Qatar.

KEY RESPONSIBILITIES

- Welcoming customers in the store
- Creating a positive first impression for the customer through an energetic attitude and adhering to dress code.
- Greeting customers immediately upon entering the store with a smile and sincere non-business like greeting.
- Promoting the sales of products by spotting and seizing sales opportunities, offering alternative solutions to problems and suggesting add on sales in order to achieve the established sales target.
- Suggesting means of sale improvement to manager as well as determining “slow moving” or “non-selling” items and suggesting sales action.
- Maintaining a full display of products via merchandising methods as laid down by the company.
- Remaining aware of developments in the local market by being attentive, to information given by customers, to advertising and promotions in the media so as to be able to maintain the company's competitive advantage and to properly advise customers.
- Keeping an update on changes in the company's products range such as new items or changes in existing items as well as informing the Store Manager of any customer's problems/comments on the product range or gaps in the range.
- Conducting a daily detailed inspection of my assigned area so as to review the availability and positioning of price labels, product information tags and other communication media.
- Reviewing daily stock level on all products in his assigned area and recommending stock for replenishment.
- Meeting the needs of customers by being understanding and sensitive to diverse customers, by initiating and developing effective working relationships with the customer and by establishing trust and confidence with the customers.
- Providing quality service in the fitting rooms, following up with customers in a timely manner and maintaining cleanliness.
- Providing efficient service at the cash counter, offers gift cards, maintains cash wrap cleanliness and captures customer information in the database.

- Maintaining contact and advising customers on news or recently received items of customer's interest or which have been reserved as well as following up on quotations sent in an effort to convert to actual sales.
- Creating a sparkling clean and organized environment by maintaining store standards and cleanliness.
- Representing a positive attitude toward the merchandise, the brand and the company.
- Participating in and attending all store meetings and other related functions.
- Sincerely thanking all customers for shopping as they exit the store, and inviting them back again.

EDUCATION

BACHELOR OF SOCIAL SCIENCE HONORS IN DEVELOPMENT STUDIES - 2025

INTERNATIONAL DIPLOMA IN PRE & PRIMARY TEACHER TRAINING – LEVEL 4 • 2019

ADVANCED QUALIFICATION IN PRE & PRIMARY TEACHER TRAINING – LEVEL 4 • 2019

VARIOUS INHOUSE CERTIFICATIONS (SALES & MERCHANDISING)

HIGH SCHOOL

GCC Ordinary Level – High School Certificate