**Samantha Jones**
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**PERSONAL SUMMARY**
A passionate, positive team player who is driven to achieve the highest possible standards. Prepared to work long hours to get the job done and having a proven ability and desire to work within a fast-paced and changing retail environment. Focused on having high standards of presentation and pm reducing costs and driving sales performance to ensure maximum profits.

**CAREER HISTORY**

Fashion Retail Store
RETAIL MANAGER - May 2008 - Present
Responsible for running a retail outlet and making sure that store achieves and exceeds it’s set retail sales and profitability targets.
Duties:

* Walking around the shop floor to ensure visual standards are being met.
* Setting goals for the retail sales teams.
* Providing outstanding customer service.
* Effectively managing staff members.
* Showcasing new retail lines to staff and colleagues.
* Identifying new sources of revenue.
* Supervising stock control.
* Handling, dealing with and storing takings.
* Reviewing the sales performance of the store and staff for the previous day and week.
* Liaising with the company Human Resources department in the recruitment of employees.
* Ensuring that stock levels are constantly maintained and that there are no shortages.
* Choosing which retail lines to offer for promotion.
* Deciding on the layout of the shop floor.
* Ensuding accurate trading and statistical records are kept.
* Organising promotions and publicity in the local press and also trade magazines.
* Carrying out staff appraisals and performance reviews.
* Making sure clothes are correctly priced up and that pricing procedures are followed.
* Re-organising merchandise.
* Collecting and analysing sales figures.
* When theft is suspected organising the searching of staff or customers.
* Dealing professionally and courteously with all customer complaints or queries.
* Arranging for the testing of fire drills and emergency evacuation procedures.
* Checking all retail stock deliveries.
* Making sure that all cash and stock handling procedures are followed in line with audit and security requirements.