

1 London Road
Sheffield S7 2XX
Email: lily@xxx.xxx
Tel: 07000000000

Mr T Martin
Customer Service Manager
Waitrose
West Street
Sheffield S1 3DD

2 October 2015

Dear Mr Martin

Re: Part time Customer Service Adviser

I would like to apply for the job of part time Customer Service Adviser, as advertised by The University of Sheffield Student Jobshop.

I am a hardworking second year Information Studies student interested in extending my work experience through part-time work whilst I study. My student visa entitles me to work up to 20 hours per week during term time and full-time during holidays and I have acquired a National Insurance Number.

My previous part-time jobs with Oxfam and the Bank of China have provided me with extensive experience of dealing with customers as well as sales and cashier skills. Having practised English since school, I have excellent language and communication skills and achieved a high score for my IELTS (International English Testing System).

I regard myself as an enthusiastic worker and enjoy working in a team, which I have done in my previous jobs as well as during project work and seminar presentations on my course. I am interested in this position as I believe it will enable me to utilise the skills I have developed through my course and work experience to date.

As a regular customer, I am keen to work for the UK's top supermarket retailer and have been impressed with what I have read about your organisation on the Waitrose Careers website.

For your information, I enclose a copy of my CV and hope to hear from you soon.

Yours sincerely

Lily Hue

Lily Hue

Lily Hue

125 London Road, Sheffield S7 2XX, Tel: 07000000000, Email: lily@xxxx.xxx

Personal Profile

International student in my intermediate year at the University of Sheffield with experience in retail and customer service seeking part-time employment alongside my studies.

Education and Qualifications

University of Sheffield, BSc Information Studies, 2014 - 2017

Skills developed include written and verbal communication skills through assignments and presentations in seminars. Able to work independently and also as part of a team, for example during group projects. Balancing studies with other hobbies and interests has improved my time management skills.

Senior High School, Shanghai, China, 2012 -2014

9 exams (Grade A-B) including Maths, English and Science (Equivalent to A level study)

Work Experience and Voluntary Work

Sales Assistant (part-time), Oxfam Shop, Sheffield, Sept 2014 - Mar 2015

Volunteered for 5 hours each week and developed my confidence in speaking in English and enhanced my customer service skills by dealing with customers and other volunteers. Developed sales and cashier skills as well as product knowledge. Responsible for planning and changing the window display, using my initiative to create a design that would attract customers.

Member of the University of Sheffield Chinese Society, Sept 2014 (ongoing)

As part of a team of five students help to organise various events including the annual party for 100 guests.

Administrative Assistant (part-time), Bank of China, Shanghai, Sept 2013 - Aug 2014

Dealt with customer enquiries and complaints, requiring diplomacy and initiative to help resolve the problem or to refer customers on to the relevant division. Carried out mailshot/e-shot direct marketing work which improved my keyboard and IT skills and learned to use a variety of packages including Mailchimp, Excel etc. Acted as Team Leader on occasion.

Volunteer, Shanghai International Medical Centre, July – Aug 2012

Spent the summer working for the Family Support Network. Organised activities and assisted with fundraising events.

Skills

Communication: Whilst working at the Bank of China my role involved dealing with customer enquiries and complaints. Good communication skills were essential to ensure that I understood the complaint and that I was able to explain to the customer how the matter would be dealt with. At Oxfam customers would often ask for more information about the charity and I was able to explain projects and provide the information they requested.

Customer Service: Working in Oxfam I served customers, took payments and used the till. I enjoyed helping customers to select suitable purchases. I learned when to offer help and when to let customers browse, so that their visit to the shop was a pleasant experience.

Teamworking: I have been a member of a team whilst working and also during my studies when many projects must be delivered collaboratively. Whilst working at the Bank of China I acted as Team Leader on occasion and gained useful experience from this opportunity.

Organisation: My role in organising the annual party as part of the University of Sheffield Chinese Society involved selling tickets, planning and booking the food and drink and helping to publicise the event via social media. I am also involved in planning this year's event.

Marketing: Have regularly used social media including Facebook, Twitter and Webo to promote activities, including the Christmas party. Also familiar with Mailchimp having used this package to produce newsletters for internal staff and clients.

Languages: Fluent in Chinese Mandarin, excellent standard of written and spoken English. (International English Language Testing System – IELTS – 7).

IT Skills: Proficient in Microsoft Word, Excel, Access and Powerpoint and use these daily within my course.

Interests

I enjoy travel and explored Europe by train during the summer 2014. This developed my organisational and planning skills before the trip and problem solving skills when things did not go to plan. I wrote a blog to record my experiences: www.zlilyxxblogspot.com
In my spare time I enjoy cooking and walking in the Derbyshire Peak District.

Referees: can be supplied on request.