



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

University of Wales Trinity Saint David (UWTSD)

Module Name: Employability and Career Development

Module code: LCLM 4005

Assessment Title:

Mock Interview

CertHE Business Skills for the Workplace

Submitted by:

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SKILLS

- Customer Relationship Management (CRM)
- Multilingual Communication (4 Languages)
- Problem Solving & Conflict Resolution
- Retail Operations & Merchandising
- Team Leadership & Staff Management
- Administrative & Accounting Support (IT & Accounts)
- Active Listening & Client Empathy
- Time Management & Task Prioritization

HASNAA BOURIZ

Profile

Dynamic, multilingual, and customer-focused professional with extensive management and administrative experience across the UK, Spain, and Morocco. Possesses a strong background in business administration, staff leadership, and sales management, backed by a Higher National Certificate in Business (Level 4). Proven track record of delivering exceptional customer service, managing daily retail operations, and resolving complex client inquiries. Eager to leverage strong interpersonal and leadership skills in a Customer Service Advisor role at Next Retail Ltd.

Experience

- **Natural Cosmetics & Moroccan Crafts Store – Birmingham, UK 2020 – 2021**
 - Managed day-to-day retail operations for a local boutique specializing in natural beauty products and traditional crafts.
 - Delivered personalized customer service, advising clients on product benefits and boosting overall sales and customer retention.
- **Pastry, Bakery & Sandwich Shop – Spain 2006 – 2007**
 - Led daily store activities, managed staff schedules, and ensured high standards of food hygiene and customer care.
 - Handled customer complaints calmly and efficiently, turning negative feedback into positive customer experiences.
 - Supervised cash handling, daily sales reconciliation, and supplier communications in a fast-paced environment.



Languages & SKILLS

- Arabic (Native)
- English (Fluent)
- French (Fluent)
- Spanish (Fluent)



Education & Qualification

- Level 4 Diploma in Business Student
- Childcare Diploma/Qualification
- Diploma in IT & accounting
- Undergraduate Studies in BIOLOGY-GEOLOGY

- residential and commercial projects

- **Interior Decoration & Painting Company – Morocco
2013 – 2017**

- Assistant to the General Manager
 - Managed client communications, incoming calls, and administrative inquiries for residential and commercial projects
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- 2025-2026 UWTSD (University of Wales Trinity Saint David)- Birmingham Campus

- 2029-2021 (Trinity college) Birmingham, UK

- information Technology & Finance 2001-2002 Morocco

- two years completed 1998-2000 (Ibn Tufail University) Morocco

COVER LETTRE

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*NEXT RETAIL.Ltd.UK*_____

BIRMINGHAM_____

*DATE: 09/102026*_____

Dear Hiring Manager,

As an experienced retail professional fluent in four languages and currently advancing my expertise through Business Studies, I am writing to express my enthusiastic interest in the Customer Service / Retail Team Member role at Next Retail Ltd. With a proven track record of elevating client satisfaction, resolving complex inquiries, and thriving in high-volume store environments, I am eager to bring my proactive service approach to your team. Please find my CV attached for your review.

Throughout my practical career in retail and client services, I have developed a strong ability to manage fast-paced daily operations while maintaining a high standard of customer care. My current academic path at UWTSD Birmingham Campus has further sharpened my understanding of customer relationship dynamics and modern business standards. I excel at active listening, de-escalating challenging interactions, and tailoring advice to diverse shoppers—ensuring every customer leaves with a memorable and positive impression of the brand.

Combining this hands-on background with my multilingual capabilities (English, French, Spanish, and Arabic), I can seamlessly engage with Next's diverse clientele and support team goals from day one. I am deeply aligned with Next's reputation for service excellence and look forward to contributing to your store's continued success.

Thank you for your time and consideration. I welcome the opportunity to discuss in an interview how my skills and background can add value to Next Retail Ltd.

Yours sincerely,

HASNAA BOURIZ

NEXT

Team Member

NEXT - Birmingham

£8.28 - £12.71 an hour

SHIFTS YOU ARE APPLYING FOR: 7.50hrs p/w; Sun 08:00 - 11:00; Sat 10:30 - 15:00

Working as part of a fast-paced store team, your top priority will be to offer outstanding service and excellent stock operations to our customers. In return for supporting all Company policies and procedures and having a great attitude to work, we will invest in you and your development from day one. Flexible working options are available.

About the Role:

To be a successful Sales Team Member you will:

- Offer fast and friendly service at all times, helping our customers to find the perfect products
- Share your passion and knowledge about our amazing products
- Work in all areas of the store, including sales floors, stockrooms and processing deliveries
- Take control of your own development

We'll offer amazing benefits (see further list below)

About You:

- A great communicator who's always looking for ways you can help
- Friendly, calm and efficient – even on your busiest days
- Excited about the challenge of a varied and fast-paced job

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