

Nerea Desiree Cuenca Rueda

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Profile Summary

A level headed, calm and unflappable individual who is capable of carrying out any customer service role professionally and effectively. Able to fully understand the importance of appearance and demeanor in creating a positive impression in any face-to-face role.

I perform effectively even within a highly pressurized work environment, good at working quickly, accurately and within strict guidelines, on top of this, prioritizing a busy workload, while at the same time being an active person at the core needs of a business.

Skills

Customer Service

Always looking at different ways to improve the service given to customers.

Knowledge of administrative procedures.

Complaint Procedures

Positive language

Able to control my tone of voice.

Professional

Process Development

Highly organised

Planning & preparation

Managing time

Troubleshooting

Negotiating skills

IT skills

Multi-tasking

Personal

Listening skills

Customer engagement

Teamworking

Body language

Pro-active

Self-disciplined

Career Summary

Supervisor (November 2021-Present)
Caffe Concerto. Birmingham, UK

- Independently handling guests and takeaway orders each shift, maintaining 100% accuracy.
- Maintained menu knowledge that allowed for creating a better experience for guests and making extra turnover.
- Trained 3 new waitresses and periodically checked their menu knowledge.
- Responding appropriately to customer questions and comments

Packer/Dispatcher (March 2021- June 2021)
AMANERO S.A. Loja, Ecuador

- Examine and inspect containers, materials, and products to ensure that packing specifications are met.
- Measure weigh and count products and materials
- Mark labels packs, or products using marking tools.
- Load materials and products into package-processing equipment.
- Record product, packaging and order information on specified forms and records.
- Receive or prepare work orders.

Waitress (September 2019 – January 2020)
La Cafeta. Loja, Ecuador

- Setting tables and cleaning.
- Taking orders.
- Plated food service.
- Preparation of drinks.

Education

University of Wales Trinity Saint David (2022-present)
CERTHE Skills for the Workplace

Antonio Peña Celi Private College (2019-2021)
Bachelor of Science

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To the Management staff at Greggs

As an experienced Supervisor, I was excited to see your opening for Team Member. Having read through your position requirements, I am confident that I would be a great addition to the Greggs team.

In my current role as Supervisor, I apply my keen eye for detail and methodical approach to help our team deliver exceptional results. I am well versed in cash handling and staff education and training and have routinely been praised for my personal effectiveness skills. Through the adept application of agility and leadership, I enjoy collaborating across all levels to ensure alignment and efficiencies.

I would welcome the opportunity to further discuss how my skills and proficiencies in quality control could be of value to Greggs. My CV is enclosed for further review.

Yours sincerely,

Nerea Desiree Cuenca Rueda.

Team member at Greggs

Vacancy Information

Greggs Team Members are the face and voice of our business, engaging with our customers and offering a fantastic shopping experience, whatever the weather!

We offer fantastic benefits that help make Greggs a great place to work;

- Competitive pay
- Colleague discount, up to 50% off our own-produced products
- Free hot drinks while on a shift break
- 4.2 weeks annual leave pro-rated, increasing with service
- Profit share: We want everyone to share in the success of the business, so we distribute 10% of our profits to all our employees who have at least 6-month service, or more, each year
- Share save schemes that let you buy discounted Greggs shares, by saving a set amount of money over a fixed time, to have an even bigger share of our profits
- Career progression and learning and development
- Employee Assistance Programme; A free, confidential helpline, offering advice and support with financial, relationship, work-related and wellbeing issues, 24 hours a day, 365 days a year. Including a mobile app providing a range of wellness content on physical, mental, social, and financial wellbeing.
- Perks and savings, such as digital gift card discounts, online cashback, in-store and online coupons and lifestyle offers.
- A company who cares about our communities; the environment and being a better business! Click [here](#) to read about The Greggs Pledge
- Colleague Networks – internal groups where colleagues and their allies can share their own personal experiences, offer feedback on the way we do things at Greggs, and provide support to one another

About the role

Join us and you'll be part of a team that loves putting our customers first in all that we do. This means a passion for delivering fast and friendly service, pride in preparing our much-loved products and keeping the shop clean and tidy.

What you'll do

We serve our customers across number of different channels; in-shop, delivery, click & collect and drive thru. This means that our Team Members get involved with everything: serving customers from the till, managing the ovens, making fresh sandwiches, stocking the shelves, preparing orders for delivery or click & collect, and ensuring that the shop looks clean, tidy, and presentable for our customers.

It's a busy role, but of course it's also very rewarding, being surrounded by friendly and welcoming people and a great team, there'll be time for some fun along the way!

About you

If you're looking for variety and love being busy, you're in the right place. All you need is a passion for giving a great customer service, and a willingness to learn. You'll also be available for the shifts advertised within the job advert.

And don't worry if you haven't got any food service or retail experience. As a Team Member, we'll give you all the training you need when you join.