



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

Assignment 1

Module code and name: Employability and Career Development
LCLM4005
Lecturer: Lizeta Demetriou

Name: Blessing maha

Submitted on: 14th of July

Job Description

John Lewis - Tom Ford - Stratford -Beauty Advisor/Artist Beauty Advisor - 37.5hrs

Full job description

As one of our highly skilled make-up artists you will combine your creative and technical expertise and passion for people to provide a welcoming, inspirational, and personalized in-store experience which educates and delights our customers. You will also like working as part of a high performing team to create impact with in-store events and to ensure that the store always achieves our high standards of visual merchandising to stand out against our competitors.

If you are a dynamic self-starter looking for a progressive career opportunity, then this could be the perfect role for you and the first step of your career with a leader in prestige beauty.

While certification in makeup artistry and/or previous retail make up experience is desirable we also welcome applicants with amateur level experience. As a leader in prestige beauty with a culture that values diversity of thought and people, we offer excellent training and development and a competitive remuneration and benefits package.

Qualifications

- While a qualification in make-up artistry/previous retail make up experience is preferred, we welcome applicants with amateur level experience who can demonstrate a high level of creative and technical expertise
- All applicants must be able to demonstrate the ability to provide inspirational, authentic and personalized customer service
- Ability to work retail hours including days, nights, weekends and special events in a fast-paced work environment
- Previous experience with retail point-of-sale software Applicants must be able to provide proof of right to live and work in the country if invited to attend for interview

Blessing maha 07787863057 blessingmaha8@gmail.com

Personal statement

A Highly motivated Business undergraduate and certified Beauty Specialist (NVQ Level 2 & 3) combining five years of industry experience across luxury beauty retail and salon operations. Proven track record of delivering exceptional customer service, managing front-of-house administration, and driving retail sales through personalized consultations. A flexible, articulate, and detail-oriented professional eager to leverage business academics and hands-on beauty expertise in a dynamic new role.

Work experience

Working as a beauty representative For L'Oréal luxe through a /24 seven- agency – December 2024 – present

Beauty Advisor – 24 Seven Agency (Present)

November 2024 – Present

- Working as a Beauty Advisor through 24 Seven Agency representing L'Oréal Luxe in premium retail environments across London, including Oxford Street. Providing skincare, makeup, and fragrance consultations across luxury brands including Kiehl's, Lancôme, YSL Beauty, and Prada Fragrances.

- Assisting customers with personalised makeup shade matching, complexion analysis, and product selection to ensure the best colour match for their skin tone.

- Educating customers on application techniques and product benefits while delivering high levels of customer service and supporting sales performance in line with brand standards.

Beauty garden – receptionist

October 2021 – August 2024

I worked as a receptionist at beauty salon where I was able to book client's appointment for treatment and phone calls handle cash payments while also maintaining a clean and organised salon

Responsibilities included:

- Welcoming clients on arrival
- Providing complimentary drinks
- Answering phone calls and booking appointments
- Scheduling clients based on availability
- Managing walk-in customers
- Answering enquiries about services
- Informing staff of client arrivals
- Preparing treatment rooms
- Keeping the salon clean and organised

SKILLS & ABILITIES

- Teamwork
- Strong verbal and written communication
- Able to work unsupervised
- Excellent customer service skills
- digital skills • Sales experience

EDUCATION

CertHE Business Skills for the workplace

University of Wales Trinity Saint David October 2025 – Present Barnet Southgate College 2021-2022Harrow

College Level 2 & Level 3 Diploma in Beauty Therapy 2022 –2023

Cover Letter

Blessing maha

Blessingmaha8@gmail.com

14th July 2026

beauty Advisor/Artist Beauty Advisor

Tom ford – john Lewis Stratford

Dear Hiring Manager

I am writing to apply for the beauty advisor makeup artist at john Lewis Stratford for Tom Ford as advertised on indeed. I hold level 2 and level 3 diplomas in beauty therapy and have previous experience working in the beauty industry as a receptionist for 3 years in a beauty salon and I'm currently working in beauty retail through an agency. I believe with my work experience I would be the perfect candidate because I'm hard-working individual who has a passion for beauty for many years and who can carry out a beauty treatment and loves to do makeup and is excellent in customer care.

I have worked as a beauty advisor for more than 3 years and this allowed to develop problem-solving skills, knowledge of beauty industry and ability to work with customer. In one of my previous jobs, a client came in for a spray tan appointment but unfortunately, she was double booked with someone else. She had a special event later that evening and was getting agitated with the error. I was able to resolve the situation in a calm manner by firstly apologies for the booking error and then asked another therapist if she was able to carry out the services which she agreed too. We also gave her 10% off her next treatment with us due to our mistake. The client left the salon feeling appreciated and expected my apology.

With my previous experience working in beauty industry and interest in beauty and make up I believe I would be an excellent candidate to work as a beauty advisor at Tom ford, I'm able to work under pressure and have a flexible timetable which aligns with this role. I am also completed a Level 4 in Business Skills for the workplace at the University of Wales Trinity Saint David which has further allowed me to develop my leadership skills and communication skills.

I am confident that my background in beauty would allow me to make a strong contribution as beauty advisor.

I am available for interview at your convenience and would be glad to provide any further information thank you for reading

Yours faithfully, Hiring Manager

Blessing Mpongo
