[Your Full Name]

[Suburb, City, Province]
[Cell number] · [email@example.com]
Availability: [Immediate / 2 weeks' notice]
Languages: [English, isiXhosa]

Target role: Retail Assistant / Shop Assistant / Sales Assistant

PROFILE

Friendly and reliable retail assistant with [X months/years] of experience supporting busy stores with customer service, merchandising, stock receiving and basic admin. Confident using POS systems for sales, returns and cash-ups. Comfortable working shifts, weekends and peak trading. Known for keeping shelves tidy, helping customers quickly and following store procedures to reduce shrinkage.

KEY SKILLS

- Customer service (queries, complaints, exchanges)
- Point of sale (POS): scanning, refunds, vouchers
- Cash handling: floats, balancing, cash-up support
- Merchandising: shelf packing, fronting, planograms (basic)
- Stock receiving: checking deliveries, labelling, binning
- Stock takes and cycle counts
- Promotions and price changes (stickers, signage, end caps)
- Loss prevention: following procedures, spotting risks
- Teamwork and shift work (weekends and public holidays)

WORK EXPERIENCE

Retail Assistant – [Store name], [Area]
[Month Year] – Present

- Helped customers with product questions, sizes, colours and simple product comparisons during busy periods.
- Operated the POS for card and cash sales, returns and exchanges, following store policy and checking receipts.
- Packed and fronted shelves daily, kept aisles tidy and set up promotional displays as instructed.
- Received stock deliveries: checked quantities against delivery notes, reported shortages and labelled items for the floor or stockroom.
- Helped with stock takes and cycle counts, double-checking high-value lines to reduce counting errors.
- Followed loss prevention procedures (bag checks, securing high-risk items, reporting suspicious behaviour).

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Cashier / Sales Assistant (Part-time) – [Store name], [Area]
[Month Year] – [Month Year]

- Processed sales quickly and accurately, handled floats and kept the till area neat and ready for customers.
- Signed customers up for loyalty offers when asked and explained special deals clearly.
- Helped with cleaning, fitting room support and restocking fast-selling items.

EDUCATION

National Senior Certificate (Matric) – [School name], [Town]
[Year]
Subjects (optional): [e.g. Business Studies, Accounting]

CERTIFICATES

- [Customer Service short course] – [Provider], [Year]
- [POS / Retail Operations course] – [Provider], [Year]
- [First Aid Level 1] – [Provider], [Year]

REFERENCES

Available on request.

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