Megan Hughes

Retail supervisor

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Profile

Retail supervisor with five years in a busy city-centre clothes shop, the last three running shifts of up to eight people, opening and closing the shop and cashing up. Coaches new starters and keeps service personal at the busiest times. Looking for a coffee shop shift leader post, with training in coffee.

Experience

Supervisor, ***Harlow and Reed Clothing, Nottingham*** **June 2023–present**

- Run the shop floor for shifts of up to eight colleagues, as key holder for opening at 8:30am and closing at 6pm.
- Cash up the tills and the safe at close and bank the takings, with no unexplained cash differences in the last year.
- Coach new starters on the till, the fitting rooms and greeting each customer within a minute of coming in.
- Raised the shop's customer satisfaction score from 82% to 90% in 2025 by giving each colleague one area of the floor to look after at peak times.
- Plan breaks and tasks for each shift, and keep the stockroom and back office tidy and safe.

Sales Assistant, ***Harlow and Reed Clothing, Nottingham*** **September 2021–May 2023**

- Served customers, ran the fitting rooms and handled refunds and exchanges.

Qualifications

- Level 2 Food Hygiene and Safety, online course (2026)
- BTEC National Diploma in Business: Merit, Merit (2021)
- GCSEs including English Language 5 and Mathematics 5 (2019)

Skills

- Opening, closing and cash-up
- Leading and coaching a team on shift
- Personal service at busy times
- Planning breaks and tasks
- Health and safety checks

Availability

Any shift, seven days a week, including openers. A 15-minute walk from the city centre, so early starts and late finishes are no problem.