Ffion Treharne

Duty Manager

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Profile

Supermarket duty manager with four years leading shifts of up to 25 colleagues, often as the only manager in the store, after three years supervising the checkouts and customer service desk. Coaches the team on service, keeps availability on target, and handles absence, performance and disciplinary cases with HR. Personal licence holder. Looking for a customer and trading manager post.

Experience

Duty Manager | Penhallow Foodstores, Swansea | May 2022–present

- Run the store as the only manager on four shifts a week, from opening checks to cash office and close, for about 18,000 customers a week.
- Lead up to 25 colleagues a shift, and coach every new starter on service and till routines in their first month.
- Raised the store's customer satisfaction score from 74% to 83% in a year by coaching the checkout team from customer comments.
- Keep on-shelf availability above 97% by planning replenishment around deliveries and checking gaps every two hours.
- Manage absence and performance for 30 colleagues: return-to-work meetings, improvement plans and two disciplinary hearings with HR.
- Plan the weekly schedule, and check hours and pay before payroll each week.
- Lead the store's safety walks and fire drills; no reportable accidents in the last two years.

Checkout and Customer Service Supervisor | Penhallow Foodstores, Swansea | 2019–2022

- Supervised 12 checkout colleagues and the customer service desk, including refunds, complaints and age-restricted sales.

Qualifications

- Personal licence to sell alcohol (2022)
- Level 3 Award in Supervising Food Safety (2023)
- GCSEs including English Language 5 and Mathematics 5

Skills

- Store opening, closing and cash office
- Scheduling, hours and pay checks
- Availability, waste and markdown routines
- Absence, performance and disciplinary cases
- Coaching for customer service