

Lewis Morgan

Retail Assistant / Customer Service Apprentice

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Profile

Reliable school leaver who enjoys helping customers and keeping shared spaces organised. Built confidence handling stock, simple payments and questions during a retail placement and school events. Looking for a customer service apprenticeship or retail assistant role with structured training and responsibility.

Education

GCSEs | Taffside Community School | 2024–2026

- English Language B, Mathematics B, Double Award Science BC, Business B, Geography C, Welsh Second Language C
- Completed a Business enterprise project: worked in a team of five to price, promote and sell reusable drinks bottles, recording a £146 surplus for the school charity fund.

Experience

Retail Work Experience | Willow Street Books, Cardiff | February 2026

- Welcomed customers, found titles using the shop catalogue and referred complex requests to a colleague.
- Priced and shelved deliveries accurately and kept displays tidy.
- Observed cash and card transactions, then completed supervised low-value sales.

Volunteer Refreshment Assistant | Taffside Community School | September 2024–present

- Set up stalls for concerts and sports evenings and served visitors politely during busy periods.
- Counted stock before and after events and reported totals to the supervising teacher.

Neighbourhood car washing | Summers 2024 and 2025

- Arranged bookings, brought supplies and completed agreed work on time for regular local customers.

Skills

- Friendly face-to-face communication
- Basic cash handling and stock counting
- Punctuality and following instructions
- Microsoft Word, PowerPoint and Google Workspace
- Conversational Welsh

Interests and achievements

Cardiff Youth Badminton Club member; attend weekly training and helped welcome new junior members. Bronze Duke of Edinburgh's Award, including volunteering and a team expedition.