

FUNCTIONAL RESUME

JOSEPHINE TELLER

*325 Hillegass Blvd.
Berkeley CA 94705
(510) 987-6543*

Objective: Position as a Supermarket Checker or Head Clerk.

SUMMARY OF QUALIFICATIONS

15 years experience in the grocery industry as head clerk, checker, and cashier.
Excellent reputation with customers as a competent, knowledgeable and helpful professional.
Enjoy my work and consistently greet customers with a smile.
Honest, reliable, and productive.

RELEVANT SKILLS & EXPERIENCE

CUSTOMER SERVICE

Developed a reputation for excellent customer service by:
...acknowledging the customer's presence and making eye contact;
...greeting customers in a friendly manner, and giving them full attention;
...taking time to answer a question or find someone else who could.
Served as product expert on sophisticated items, directing customers to:
...exotic spices and ingredients ...ethnic foods ...unusual gourmet items.
Increased sales in the higher-profit Natural Foods Department (and increased customer satisfaction)
by advising customers on bulk alternatives to name-brand items.

SUPERVISION

As Head Clerk, managed "front end" of the store:
...Prepared daily schedules for staff of up to 18 clerks, to assure maximum check stand coverage at all times;
...Assigned staff to cover peak hours and continuous stocking.
Trained new clerks.

ADMINISTRATIVE

Balanced checker's cash drawer with consistently high level of accuracy.
As Office Cashier for one year:

...accurately balanced books and balanced deposits
...answered phones ...prepared daily sales report ...made deposits
...processed returned checks ...prepared monthly sales report for HQ.

EMPLOYMENT HISTORY

1981 - present **Retail Clerk, journeyman** CO-OP SUPERMARKET, Berkeley, CA
1980 **Buyer's Assistant** LILLY Department store, Oakland, CA
1975-79 **Manager's Assistant** WALLACE Clothing Store, Spokane, WA

EDUCATION

Business Classes, 1979 - SPOKANE COMMUNITY COLLEGE

Z: <http://www.damngood.com>

Guide: A Crash Course in Resume Writing, Yana Parker. Ten Speed Press, 1996. [ISBN 0-89815-672-6]