

Christopher Newton-hearn

34 Pellinore road, Exeter, Devon EX4 9BJ

Tel: 07792779247 Email: hearn0708@gmail.com

Profile

A well presented, capable and successful former Betting Shop Manager with proven ability to provide exceptional customer service and competitive drive to compete in a highly competitive industry and marketplace. Key qualities include innovation in product range and responsiveness to market trends, as well as being able to give superb product knowledge and training to Manager's Assistants and Customer service advisors so they can deliver proven best in the business service. Currently looking for a position with an exciting retailer or an opportunity within hospitality with an employer who offers progression from within and rewards the highest achievers.

Key Skills

- Both short and long business plans created.
- Support and management of both great and poor performance.
- Experience of retail systems including SAM and EPOS.
- Adhering to strict budgets and hitting demanding sales targets.
- A specific marketing schedule updated daily.
- Organisation skills such as rota management and full year holiday scheduling.
- Exceptional record of cash handling a large amount of money, with hourly and EOD balance checks.

Work History

Retail Manager Coral 2014-2016

- Managing the day to day running of the shop.
- Organising the daily rota as well as the yearly holiday rota and late notice sickness.
- Having an extensive knowledge of all products which are on offer, this includes the wide ranges of betting opportunities over the counter, all products contained on the FOBTs and a good knowledge of the online product.

Deputy Manager Coral 2004-2014

- Providing customers with the highest level of customer service.
- Performing to an exceptional standard on company incentives.
- Ensuring the company's marketing schedule is fully adhered to.
- Making sure the cleanliness of the shop is acceptable on an hourly basis.
- Inputting data into the EPOS system.
- Learning all regular customers betting patterns and drink preferences.
- Ensuring all new customers are welcomed and offered all required help.

Education and training

Clyst Vale Community College:-

- 10 GCSE's including Maths (A) Science (B) English (C) German (C)

Additional training

Management training course:- Coral 2015

Hobbies and Interests

Enjoys spending time with family and friends. Particularly enjoys all free time he can get with his 3 year old daughter. Very passionate about sport and exercise. Enjoys to visit as many places as possible within free time.

References:- Available on request