ROBERT SMITH

Senior Floral Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Motivated Senior Floral Manager practiced in customer relations, handling bills and coins, sales, and inventory control. Demonstrated skills in improving floral operations, increasing top-line sales, reducing costs, along with making appropriate orders for the department.

CORE COMPETENCIES

Inventory Skilled, Management. Computer. Excel, Ordering, Receiving Reports.

PROFESSIONAL EXPERIENCE

Senior Floral Manager

Kroger - 2013 – 2019

Key Deliverables:

- Present Delivered excellent customer service by greeting and assisting each customer.
- Addressed customer inquiries and resolved complaints.
- Design and implemented customer satisfaction metrics.
- Stocked and restocked inventory when shipments were received.
- Reorganized the sales floor to meet company demands.
- Completed a series of training sessions to advance from cashier to floral manager.
- Trained all new associates that work in floral on floral procedures and policies.

Floral Manager

ABC Corporation - 2012 – 2013

Key Deliverables:

- Create an environment that enables customers to feel welcome, important and appreciated by answering questions regarding products sold within the department and throughout the store.
- Prepare corsages, flower arrangements, balloons, and set-up displays and fixtures.
- Inspect and maintain plants by watering, trimming, cleaning and other care as required.
- Identify all varieties of foliage, blooms and fresh-cut flowers.
- This is Dummy Description data, Replace with job description relevant to your current role.
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EDUCATION

BS in Dental - 2013(Indiana University South Bend)

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