

Penney Steffek

Store Greeter

Profile

I am a motivated and customer service-oriented individual with over 1 year of experience as a Store Greeter. I am passionate about creating a welcoming and comfortable shopping experience for all customers. I have excellent interpersonal and problem-solving skills, and I am adept at dealing with a variety of customer service issues. My responsibilities have included greeting customers as they enter the store, providing information and assistance, and answering customer inquiries. I am also experienced in handling customer complaints in a professional and courteous manner. I am a reliable, responsible worker and I always strive to exceed expectations.

Employment History

Store Greeter at Wal-Mart, SC

Dec 2022 - Present

- Welcomed over 1,500 customers daily: As a Store Greeter at Wal-Mart SC, I was responsible for providing a friendly and welcoming atmosphere to each customer entering the store. My enthusiasm and commitment allowed me to successfully greet over 1,500 customers daily.
- Increased customer satisfaction ratings by 25%: During my tenure as Store Greeter, I was able to effectively engage with customers and provide them with exceptional service. As a result, I was able to increase the customer satisfaction ratings by 25%.
- Reduced shoplifting incidents by 10%: Through my proactive approach to customer relations, I was able to identify and deter potential shoplifters. This resulted in a 10% reduction in shoplifting incidents since I began.

Store Greeter Associate at Publix, SC

Sep 2022 - Nov 2022

- Consistently exceeded customer service goals: As a store greeter at Publix SC, I consistently exceeded the customer service goals set by my manager. I interacted with customers in a professional and friendly manner, and successfully resolved any customer complaints.
- Improved store efficiency: I worked closely with the store manager to identify and implement process improvements that increased the store's efficiency. By streamlining the checkout process, I was able to reduce the average wait time for customers from 10 minutes to 5 minutes.
- Created a welcoming atmosphere: As a store greeter, I was responsible for creating a welcoming atmosphere for customers. I greeted customers with a smile, offered assistance, and provided helpful information about store promotions. My efforts resulted in an increase in customer satisfaction ratings from 80% to 95%.

Education

High School Diploma at Wando High School, Mount Pleasant, SC

Sep 2018 - May 2022

Details

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Charleston, SC

Links

[linkedin.com/in/penneysteffek](https://www.linkedin.com/in/penneysteffek)

Skills

Customer Service

Interpersonal Skills

Communication

Organization

Time Management

Problem Solving

Teamwork

Languages

English

Bengali

Hobbies

Birdwatching

Gardening

Cooking