

Megan Holt

Cashier

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Sarah Palmer

Marks & Spencer

Dear Sarah,

I would like to apply for the Customer Assistant (Checkout) position at the Marks & Spencer Victoria Centre store. I am currently a cashier at Tesco Express near Nottingham station, where I process over 200 transactions per shift and have maintained a 100% cash-up accuracy record over the past ten months. I am looking for a role where I can develop further, and M&S's focus on service quality is what drew me to apply.

In my current role, I handle the self-checkout area during peak hours, keeping all six machines running and clearing errors quickly. I flagged a recurring card reader fault that was causing 15 failed transactions a day and got it resolved within 48 hours. I have passed three mystery shopper audits with zero compliance failures on age-restricted sales. Before Tesco, I worked at Primark where I operated the till during Saturday peaks handling 150+ transactions in six-hour shifts and helped train three Christmas temp staff on till operation and returns.

I have a Level 2 Food Safety in Retail certificate and I volunteer at Nottingham Food Bank on Saturdays sorting and distributing parcels. I am available for an interview at a time that works for you and could start with reasonable notice.

Yours sincerely,

Megan Holt