

Thandiwe Nyathi

Retail Manager

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Emma Radcliffe

John Lewis & Partners

Dear Emma,

I am writing about the Department Manager position at the Nottingham John Lewis store. I currently manage a 28-person team at the Boots flagship in Victoria Centre, where I took the store from 14th to 3rd in the East Midlands regional rankings within twelve months. John Lewis's focus on partner development and customer experience is something I have admired from the other side of the high street, and I would like to bring my track record across to a business that takes those things seriously.

At Boots, I reduced stock shrinkage from 2.1% to 0.9% by analysing six months of CCTV and EPOS data and introducing tighter receiving procedures and staff training. Customer satisfaction scores went from 76% to 89% on mystery shopper audits. Before that, I spent two years as assistant store manager at Next, where I managed the weekly rota for 19 staff, cut overtime spend by 22%, and led the Christmas 2022 campaign that delivered £410,000 in December sales. A 12% year-on-year increase. I started my career on the shop floor at Primark and was promoted to supervisor within nine months.

I hold an HND in Business Management from Nottingham Trent and I am currently completing a Level 3 Retail Manager Apprenticeship through Boots. I am also IOSH Managing Safely certified. I would welcome a conversation about how my approach to operational improvement and team leadership could contribute to the Nottingham branch.

Yours sincerely,

Thandiwe Nyathi