

Sam Tyler
145 Chester Road
York
YO10 6DD

Mr A Jackson
Manager
York Bookshop
York
YO1 6DQ

30 May 2018

This is a **SAMPLE** letter and CV
suitable for part time/casual work.

Dear Mr Jackson

I would like to apply for the position of part time Sales Assistant at York Book Shop as advertised through the vacancy service at University of York *Careers*.

I am currently in the first year of my degree at York where I am studying Business and Finance. I am keen to extend my work experience within the retail sector whilst I study.

My job at Morrisons supermarket last summer provided me with experience of cash handling and developed my customer service skills. I was also involved in maintaining displays in the foyer to attract attention to special offers and promotions. I took part in Morrisons' internal training programme which covered all aspects of customer service and health and safety. As a volunteer with Henshaws Society for the disabled, I learnt to work effectively with a wide range of people and the role has really helped me to develop excellent communication and team work skills.

I have visited your shop many times during my time in York. I have been impressed with the wide selection of books and your programme of new writer events which I have enjoyed greatly. I am aware that you were recently awarded a Gold Award in the Yorkshire Best Independent Retailer awards. I would very much like to contribute to the ongoing success of your business and believe I have the skills and motivation to do this.

I would like to work approximately 14 hours per week, and am available on Thursday afternoons, as well as all day Friday, Saturday and Sunday. I am flexible as to working hours during these times. I can also work longer hours in the University vacations if required as I will be remaining in York.

I enclose some further details for your information and I look forward to hearing from you.

Yours sincerely

Sam Tyler

*(**International students** should also include a sentence about their immigration status: For example "My Tier 4 student visa - which is valid until (*month, year*) - entitles me to work up to 20 hours per week in term time and full time during the University vacations.")

Note: This sample CV and letter is suitable for part time/casual work. A more in-depth CV – usually two pages - is required for internships or full time graduate employment. See the information sheet, *How to write a CV and covering letter* for more details.

Sam Tyler

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Education and Qualifications

University of York, 2017 – 2020

BA (Hons) Business and Finance

- Modules in IT and Analytical Maths have helped extend knowledge of databases and improved general computing and numeracy skills.

Matherly High School, Suffolk, 2015 - 2017

A'levels: English, History, Business (A, B, B)

Nunton Comprehensives, Ipswich, 2010 - 2015

GCSEs: 12 subjects (9 As, 3 Bs) including English, Maths, IT, French and Spanish

Work Experience

Morrisons Supermarket, 2015 – 2017: Retail Assistant

- Worked part time in term time and full time during vacations for 2 years, serving customers, restocking, checking deliveries, and working on the customer service desk.

Henshaws Society for the Disabled, 2013 - 2015: Volunteer

- Volunteered twice a month assisting disabled children and young adults on social trips. Assisted with any practical issues, looked after the needs of participants and make sure they were having an enjoyable time.

Skills and Achievements

Customer Service:

- Developed excellent customer service skills working in a retail environment and have experience of cash handling and refunds.
- Undertook Morrison's customer service course, and received a silver award in the final assessment.
- Through work on the customer service desk, developed the ability to work politely and professionally with customers to resolve complaints quickly and effectively.

Communication:

- Through written work and presentations on my course developed excellent written and verbal communication skills. Taken part in a 3 week university course on effective communication skills.
- Communicated clearly with young people with a learning disability, helping them to understand schedules and planned activities. Dealing with impatient customers has also helped to develop skills in dealing with difficult situations under pressure.
- Motivate and inspire young team members at local athletics club to help them achieve their best in competitions.

Team work:

- Worked in a small team of eight at Henshaws, working flexibly to take on different roles when required.
- Regularly lead group work exercises at University as part of course -including preparing and delivering presentations.
- Contribute to a strong team spirit during athletics training and competition.

Leisure Interests:

- Member of York Harriers Running Club and run regularly to keep fit.
- Reading, particularly biographies, travel books and historical novels.

References

Available on request