

Layla Cole

Courtesy Clerk, Front End Support

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📍 Wichita Falls, TX 76308

STRENGTHS

- ♥️ **Customer Care**
Greeting pantry visitors taught a simple lesson: clear directions and patience keep pickup lines moving smoothly.
- ✓ **Order Accuracy**
Checking quantities against distribution lists caught packing errors early. That habit carried into checkout practice.
- 📄 **Payment Practice**
Cash, card, and digital scenarios built comfort with basic math and careful transaction review.
- 🛒 **Active Support**
Cart retrieval, lifting, restocking, and cleanup became part of each service period, not an afterthought.
- 👥 **Flexible Teamwork**
Rotating service roles during simulated traffic showed how priorities can shift without losing courtesy.

SKILLS

Customer service Basic math

Cash handling Payment workflows

Pricing checks Produce codes

Bagging groceries Cart retrieval

Supply restocking

Checkout cleanup Order accuracy

Customer questions

Transaction review

Flexible scheduling

Front end procedures

LANGUAGES

English Native

SUMMARY

Early career retail candidate with supervised grocery service, checkout practice, and community pantry experience. Supports orderly front end operations through accurate bagging, **cart retrieval**, **supply restocking**, cleanup, and courteous customer assistance. Practice includes pricing labels, **produce codes**, cash totals, change calculation, card payments, digital payment scenarios, and escalation of questions through established procedures. Community service work strengthened packing accuracy, visitor communication, safe cart handling, and steady service during changing demand. Comfortable standing for extended periods, working indoors or outdoors, lifting up to 50 pounds, and adjusting priorities during busy periods. Punctual, dependable, and prepared for cashier and **front end training**, flexible scheduling, early mornings, evenings, weekends, and holidays.

EDUCATION

High School Diploma

Wichita Falls High School 🎓 GPA: 4.0 📅 2026 📍 Wichita Falls, TX

Coursework: Basic mathematics, communication, consumer studies, health and safety

TECHNICAL SKILLS

- **Payment Methods:** Cash payments, Card payments, Digital payments
- **Checkout Systems:** Register procedures, Transaction worksheets, Order scanning
- **Pricing Operations:** Pricing labels, Produce codes, Pricing checks
- **Cash Handling:** Cash totals, Change calculation, Basic math
- **Bagging Methods:** Weight based bagging, Fragile item packing, Food type separation
- **Front End Support:** Cart retrieval, Supply restocking, Checkout organization
- **Cleaning Operations:** Counter wiping, Floor sweeping, Trash removal
- **Customer Service:** Visitor greeting, Question handling, Policy escalation
- **Safety Practices:** Pedestrian safety, Workplace safety, Safe lifting
- **Scheduling Readiness:** Early mornings, Evenings, Weekends and holidays

EXPERIENCE

Retail Service Volunteer, Community Pantry

Community Service Project 📅 June 2026 - September 2026 📍 Wichita Falls, TX

Supported supervised pantry distribution for about 70 households per service day. Managed grocery packing, visitor direction, supply readiness, **cart retrieval**, and cleanup while maintaining safe, orderly customer flow.

- Greeted visitors and organized pickup flow for about 70 households during pantry distribution days.
- Sorted and bagged groceries by category, then checked quantities against distribution lists.
- Answered routine visitor questions and referred policy concerns to the supervising coordinator.
- Restocked bags, carts, boxes, and counter supplies during active service periods.
- Retrieved carts from parking areas and returned them using pedestrian safety practices.
- Completed opening and closing cleanup by wiping counters, sweeping floors, and removing trash.

Front End Operations Trainee, Retail Simulation

Course Project 📅 January 2026 - May 2026 📍 Wichita Falls, TX

Completed supervised front end simulations covering checkout accuracy, payment handling, bagging, pricing, produce codes, customer communication, and closing routines. Rotated through service roles as simulated traffic changed.

- Completed checkout simulations using sample merchandise, **pricing** labels, **produce codes**, and transaction worksheets.
- Calculated cash totals and change, then verified results against instructor answer keys.

MY CAREER



- Retail Service Volunteer, Community Pantry at Community Service Project (3 Months)
- Front End Operations Trainee, Retail Simulation at Course Project (4 Months)

- Practiced **bagging** orders by weight, fragility, and food type during classroom assessments.
- Processed **cash, card**, and digital payment scenarios while documenting escalation steps.
- Rotated among cashier, bagger, customer, and floor support roles as traffic changed.
- Created an end of shift checklist covering restocking, cart return, sanitation, and checkout organization.

PROJECTS

Front End Service Readiness 📅 2026

Built a supervised classroom workflow for checkout support, bagging, payment scenarios, cart return, supply restocking, sanitation, and customer question escalation. Practice connected accurate transactions with orderly service during changing traffic.

LEADERSHIP & AWARDS

- Perfect Attendance Recognition, 2026
- Community Service Certificate, 2026

CERTIFICATIONS

- Workplace Safety Fundamentals 📅 2026
- Cashier and Front End Training 📅 2026

PROFESSIONAL AFFILIATIONS

- Community Pantry Volunteer Team, 2026
- Peer Welcome Crew, 2025 - 2026

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST