

Penny Marshall

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Career Summary

More than 15 years in retail and office administration including 3 in management positions. Experienced in stock control, account keeping and general administration and going the extra mile to provide great customer service.

Skills & Achievements

Computer skills

- Competent in using MS Word and Excel at basic level.
- Have used MYOB for stock control and sales.

Account keeping and stock taking

- Compiled all weekly and monthly financial reports at The Natural Warmth Shop, 2008, when the manager was overseas. Was complimented by the accountant for handling it so efficiently with little training.
- Responsible for all banking, Kakadu Souvenirs, Birra Birra, and the Watermill Gift Shop.
- Undertook all buying for Watermill, priced all items and maintained strict stock control.
- Worked out the payroll for 20 staff at the Watermill on a relief basis.

Interpersonal and communication skills

- Spoke to clients over the telephone all the time at The Natural Warmth Shop including initiating follow up calls.
- Worked as part of a close and efficient team at The Natural Warmth Shop and the Watermill.

**Skills &
Achievements**
(continued)

Responsibility, reliability and capacity to work hard

- Acted as Manager, Natural Warmth Shop, while the Manager recovered from illness.
- Managed both the Gate and the Souvenir Shop at the Watermill. Took up to \$6 000 per day at the Gate and \$3 000 at the Shop.

Career History

Sales and Office Assistant (casual and permanent)
The Natural Warmth Shop, 2005-2011

- Resigned to care for my husband

Manager, Assistant Manager and Sales Assistant
Watermill Gift Shop, 1999-2005

Sales Assistant
Kakadu Souvenirs, Birra Birra, 1996-1999

**Personal
Information**

Born Wincanton 23rd August 1963

Health excellent non-smoker

Widow; 1 adult son

Referees

Carmen Sawyer 7345 6325 (h)
(formerly Manager, The
Natural Warmth Shop)

Anthony West 8832 7111 (w)
Regional Manager, SA/NT 0409 523 498
Natural Warmth awest@naturalwarmth.com.au

**Key Personal
Attributes**

- Friendly and outgoing
- Hardworking, honest and reliable
- Conscientious, accurate and efficient