

12 June 2015

To Whom It May Concern,

I became the Manager of a retail store with The Body Shop Australia in 2013 and met Rachael Lawrence who was employed there as a Casual Sales Representative with a role as Coordinator of the gift department.

Over the course of the next year Rachael demonstrated a strong dedication to all aspects of the business and I was happy to train her as a Shift Supervisor, giving her a higher responsibility over store procedures and trusted her judgment to successfully guide the team in my absence. I offered her full-time employment over our busiest time while her university studies were on break and felt the business benefitted from her skills and experience.

She excelled at her Gift Coordinator role, taking an active approach by training the team in creative ways and language strategies to promote this area of the business. Through these initiatives she achieved above expected key performance indicators that she later applied to further Coordinator roles.

Rachael demonstrated a keen interest in analysing and critically thinking about all aspects of the business including sales figures and statistics and how these translated into team performance over the departments and store as a whole. This helped to identify strengths and weaknesses of the team and focus training exercises in targeted directions. This included researching product information and focusing on individual performance to positively work together and help each other to boost the team. As a Manager, I valued her initiative and motivation to achieve results and embrace change.

In the last stages of her Bachelor of Science at the Australian National University, Rachael was dedicated to both her work and studies.

Rachael was an asset to my team. She has always been enthusiastic in her ability to work as a team and communicate with customers and demonstrates initiative and good judgment. Her ability to build rapport with customers and communicate effective solutions to their concerns shows critical thinking and analytical skills.

I highly recommend and support Rachael in any roles she undertakes. Please contact me if any further information is required.

Sarah Carnovale
Manager
The Body Shop Australia