

Application Package
ENGL 301
Zoe Maika
December 3, 2021

Job Posting: Customer Experience Assistant for a Food & Nutrition Company

Job Type

Paid (Full-time) (30 hrs/wk or more)

Desired Skills

- Excellent communication (phone and email), interpersonal, teamwork, problem-solving, and decision-making skills
- Comfortable with technology
- Interest in food and nutrition, user experience, tech, and people!
- Teamwork and leadership
- Personable and friendly, able to multitask and work in a team environment
- Great organization skills, detail oriented and an excellent problem solver

Job Description

Are you passionate about providing outstanding service to customers? Are you looking to join a team of dedicated people who strive to be the best in the food and nutrition industry? Are you looking to be a part of a company that is highly value-oriented? Then Fed is the place for you! Fed is a nutrition startup based in Vancouver, BC. We are using the latest cutting edge science and technology to tackle some of the biggest challenges in nutrition today. We are in search of a personable, empathetic, and responsible individual to join our growing team. As our Customer Experience Assistant, you will work directly with other team members to improve the experience of our customers. You'll also have the opportunity to grow within the company.

Duties:

- Dealing with member questions and issues
- Lead efforts to get continuous feedback from members on services
- Report to Fed's core team about customer feedback
- Help implement changes to improve services
- Create and maintain a strong ongoing relationship with members
- Respond to members' questions and comments on various channels (phone, email, text, social media etc.)
- Other duties as assigned

Thank you in advance to all those who apply, however only those candidates selected for interviews will be contacted.

Salary: \$17.00 per hour

Qualifications

- 1 year of customer service experience

- 1 year food & nutrition experience

Hours Per Week

Flexible (Full Time and Part Time available)

Job Location

Vancouver, British Columbia Canada

Website

<https://fedfedfed.com/>

Experience Level

Current Students in an Undergraduate Program, Graduated with an Undergraduate Degree

Fed. (2021). "Customer Experience Assistant for a Food & Nutrition Company." *UBC Careers Online*. Accessed December 3, 2021 from <https://ubc-csm.symplicity.com/students/app/jobs/detail/ac617a3f212d2f7bcf2d8ac65ed295ad>

702-5598 Ormidale St
Vancouver BC V5R 0E5

December 3, 2021

Fed Hiring Manager
845 Terminal Ave
Vancouver BC V6A 2M9

Dear Hiring Manager,

I apply with enthusiasm to the position of Customer Experience Assistant at Fed as posted on UBC Careers Online on November 10, 2021. My experience working in customer service positions combined with a nutrition education make me an ideal candidate for this position. I am currently a Dietetics student at UBC expecting to graduate in 2023 and this job will allow me to apply my learning while I complete my studies.

As you can see in my enclosed resume, I have been working for Sodexo Canada for 3 years and was promoted from dietary aid to supervisor during this time. I currently oversee a team of 25 kitchen staff at a 180-bed hospital. This position demands strong leadership, excellent communication, and daily problem solving. Combined with earlier customer service experience, I have been able to hone my interpersonal skills and work well as part of a team. The best part of my job is seeing the positive impact I can have on patients and fellow staff.

My interest in dietetics comes from a passion for helping people and improving the quality of life of those in the healthcare system. I bring this passion with me to everything I do, and will provide customers with a compassionate and professional experience, while using customer feedback to help improve services at Fed.

My past experience in graphic and web design, clerical work, and hospitality combined with my current experience in food and nutrition provides me with a unique blend of skills and interests that complement this position at Fed perfectly.

If you feel I would be a good fit at Fed, I would be happy to meet for an interview at your convenience. Please contact me at zmaika@student.ubc.ca or 778-952-9527. Thank you for your time and consideration.

Sincerely,

Zoe Maika

Zoe Maika

Zoë Maika

702-5598 Ormidale St
Vancouver BC V5R 0E5
778-952-9527
zmaika@student.ubc.ca

OBJECTIVE Customer service position with opportunity to apply communication skills and nutrition knowledge.

EDUCATION **University of British Columbia**
Sept. 2020 – June 2023
Acceptance into Dietetics Program in May 2020 with expected graduation June 2023.

Langara College
Sept. 2013 – June 2019
Began with one year of General Arts followed by completion of the Publishing Program. Returned in 2016 to complete prerequisites with the goal of applying to UBC Dietetics.

EMPLOYMENT **Sodexo Canada**
Aug. 2018 – Present
Began as a dietary aid and was promoted to food service supervisor. Currently oversee over 20 kitchen staff at Mount St Joseph Hospital.

Innovative Fitness
Nov. 2016 – Sept. 2018
Front desk administrator. Greeted clients and responded to phone calls and emails in a professional and timely manner.

Hogshack Cookhouse
May 2015 – May 2016
Worked as a server, providing excellent customer service, and demonstrating extensive knowledge of food and drink menu.

VOLUNTEER **Vancouver Coastal Health**
July 2017 – Nov. 2019
Participated in beverage cart program and special events at Lions Manor care home. Built strong relationships with residents and staff.

True NOSH
Apr. 2019 – Sept. 2019
Designed and posted weekly social media posts for dietitian-owned food and cooking business.

CERTIFICATIONS FoodSafe Level 1 & 2
Serving It Right

REFERENCES Available upon request.

702-5598 Ormidale St
Vancouver BC V5R 0E5

December 3, 2021

Jessica Loyva
General Manager of Food Services
Mount Saint Joseph Hospital
3080 Prince Edward St
Vancouver BC V5T 3N4

Dear Jessica,

I hope you have been doing well since we last spoke. I am currently searching for job opportunities in Vancouver to apply my learning and broaden my career path as I finish my studies at UBC. With your permission, I would love to use you as a reference who can speak to my qualifications and abilities as a food service supervisor with Sodexo. We have been working together for some time now and I believe you will be a strong addition to my application package. The communication and leadership skills I have learned at Mount Saint Joseph will surely serve me as I make my way through other career opportunities.

If you feel comfortable providing a positive reference for me, please let me know and I will add your information to my application package. I will let you know when my application has been sent so you know when to expect a call or email.

If you have any questions or concerns, you may contact me at 778-952-9527 or by email at zmaika@student.ubc.ca.

Sincerely,

Zoe Maika

Zoe Maika

702-5598 Ormidale St
Vancouver BC V5R 0E5

December 3, 2021

Trish SilvesterLee
VCH Volunteer Coordinator
Lions Manor
9020 Bridgeport Rd
Richmond BC V6X 1S1

Dear Trish,

I hope you have been doing well since we last spoke. I am currently searching for job opportunities in Vancouver to apply my learning and broaden my career path as I finish my studies at UBC. With your permission, I would love to use you as a reference who can speak to my qualifications and abilities as a beverage cart and special events volunteer at Lions Manor. Having volunteered at the care home for some time, I believe you will be a strong addition to my application package. The food service knowledge and interpersonal skills I learned as a volunteer will surely serve me as I make my way through other career opportunities.

If you feel comfortable providing a positive reference for me, please let me know and I will add your information to my application package. I will let you know when my application has been sent so you know when to expect a call or email.

If you have any questions or concerns, you may contact me at 778-952-9527 or by email at zmaika@student.ubc.ca.

Sincerely,

Zoe Maika

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Vancouver BC V5R 0E5

December 3, 2021

Renee Chan, RD
Owner, True NOSH
1488 W 7th Ave
Vancouver BC V6H 1C1

Dear Renee,

I hope you have been doing well since we last spoke. I am currently searching for job opportunities in Vancouver to apply my learning and broaden my career path as I finish my studies at UBC. With your permission, I would love to use you as a reference who can speak to my qualifications and abilities as a member of the True NOSH social media team. My time with True NOSH was an excellent learning experience and the food knowledge and marketing skills I learned will surely serve me as I make my way through other career opportunities. I believe you will make a strong addition to my application package.

If you feel comfortable providing a positive reference for me, please let me know and I will add your information to my application package. I will let you know when my application has been sent so you know when to expect a call or email.

If you have any questions or concerns, you may contact me at 778-952-9527 or by email at zmaika@student.ubc.ca.

Sincerely,

Zoe Maika

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