Student Job title:Customer Liaison and Marketing at community pharmacy

Student Job duties:

* The ability to interact with pharmacy customers
* Attend to Customers’ requests and needs
* Relay customer requests and needs by communicating with pharmacy staff and owners
* Improve pharmacy’s current sales processes and customer satisfaction.

intern job

done5 days ago

Duties and Responsibilities

This week’s duties were similar to the ones I fulfilled in the previous weeks; I was the first point of contact between the customers and the community pharmacy’s employees and the sales and marketing teams. I fulfilled the following responsibilities under the directions of my supervisor:

* I interacted with the pharmacy employees and attended to their needs.
* I relayed the needs and requests of the customers to the staff owner and the employees.
* I resolved the complaints of customers and responded to their emails, phone calls, and comments, or opinions on social media.

Interaction and Communication with Supervisor/Colleagues

Just like in the previous weeks, my interaction with colleagues and supervisors was smooth. They were all very cooperative and ready to lend a hand whenever I hit some hurdles. However, having gotten used to most of the routine tasks, I did not consult or seek a lot of help from my colleagues or supervisor this week. They also thought it wise to set me free, so I can develop the confidence needed to handle work-related issues. However, they did make me know that their doors are open whenever I needed help. Nothing dramatic happened at the pharmacy this week, except that one of the pharmacy’s accountants was fired following an external audit that revealed he had been stealing from the pharmacy and entering wrong entries into the books of accounts.

Soft Skills

Good listening skills, emotional intelligence, empathy, transparency, and critical thinking are the soft skills that I applied this week. The patients and clients who come to the pharmacy, for example, come with different or overlapping needs; hence listening skills enabled me to understand the needs of each client and relay the same to relevant individuals at the pharmacy. Emotional intelligence and empathy enable me to be empathetic and sensitive to the emotions of others, while critical thinking enabled me to be creative in delivering customer services, and to be calm under extreme situations of stress.

22 mins ago

1.Communication:Self Rating\_4\_\_\_\_:

My communication skill is above average because I can give and receive a different kind of information. For example, when a customer wants to know more about a specific medicine, I would explain to him/her and make them understand. My listening skill is also above Average since I can listen and note every detail that they communicate to me.

2.Self-Motivation:Self Rating\_5\_\_\_\_:

My self-motivation is exceptional because I do not need any supervision to perform my duties. I am very committed to attending to customers in the community pharmacy by demonstrating a lot of reliability. My ambitions have been to serve clients to make them satisfied. Any time a customer a request, I attend to them immediately so that I can meet their needs on time. As a result of my self-motivation, I can fit effectively in the organization structure because my boss does not supervise me since I am delivering accordingly.

3.Leadership:Self Rating\_\_3\_\_\_:

My leadership skill is average. When it comes to leading, I am not well off. Sometimes I am left with junior staff to manage them if the pharmacy management is out for an official meeting. I have to ensure they complete their duties on time. In most cases, they do not because I might not be reliable or offer effective feedback when they ask me something critical regarding their specific duties.

4.Responsibility:Self Rating\_\_5\_\_\_:

I am very responsible since my responsibility skills are very exceptional. I usually relay the request of customers and their needs by following the right protocol. I communicate with the pharmacy owner and staff regarding any request and need of the Customer. I have also been responsible for performing some critical duties that have helped improve the process of sales that has met the need of the pharmacy's customer satisfaction

5.Teamwork:Self Rating\_4\_\_\_\_:

My teamwork skills are above average. I have communicated clearly and efficiently with the staff and owner of the community pharmacy. Additionally, I have also been an active listener who has helped us understand and trust one another. That has increased my confidence in interacting with pharmacy customers. Through the teamwork skill attending to Customer's requests and has been easy as a result of help from team members.