

# **Curriculum Vitae**

**Female**

**D.O.B. 27 May 1989**

**Number of years working in industry: 5 years 7 months**

**Candidate ID Number:** 15422

**Nationality:** British

**Language Skills:**

Fluent: English

**Permitted to work in:** UK - United Kingdom

**Position Sought:** Spa Consultant, Spa Co-ordinator, Receptionist, Membership Sales Professional

## **Personal Statement**

A hardworking, friendly and reliable Receptionist with a wealth of experience and is ready to thrive in a new role in an industry which I have a strong interest in. I pride myself on being able to demonstrate excellent communication skills and I am committed to delivering excellence in all facets of customer service and administrative support. I have strong IT skills, using Microsoft office programmes on a daily basis. I am able to work under pressure and I am confidently able to support a team by organising and developing various office demands and processes.

## **Employment History:**

**April 2013 - June 2019 - Receptionist** at (most recent employer hidden for confidentiality) Sutton, UK - United Kingdom, (Product Company)

### **Duties included:**

My role at Subsea 7 was focussed on supporting various teams in a 400 people strong office as well as acting as the company receptionist. Prior to the company's relocation to Sutton, I was based in the corporate head office in Hammersmith.

- Greeted incoming customers in a professional and courteous manner with a positive and welcoming approach and provided friendly assistance. Liaised with staff regarding arrival of visitors.
- Managed company switchboard by answering all external and internal telephone calls, connecting callers or taking messages and ensuring they are passed on to the appropriate staff in a timely manner.
- Management of meeting room booking schedule for the office.
- Management of wellbeing treatment bookings and liaising with staff and third-party suppliers.
- Assisted PA team for Corporate Management with diary management and preparation of documentation using Microsoft Office packages.
- Received incoming packages and mail, dispersed parcels and correspondence and shipped outgoing items daily.
- Booked and organised outgoing courier packages to UK and worldwide.
- Arranged video conference calls for company meetings.
- Arranged refreshments/catering for company meetings.
- Organised travel and accommodation, liaising with our company appointed travel agent. Organised taxi bookings for staff and visitors and logged all requests on SharePoint request form.
- Communicated with contractors and vendors to place and receive orders, request maintenance services and deliver instruction on behalf of office management.
- Maintained a clean working environment by making sure reception area was kept clean, tidy and presentable at all times, providing visitors with a positive impression upon arrival.

**Career Break** - Cared for a relative

**September 2012 - December 2012 - Receptionist** at Compton, Covent Garden, UK - United Kingdom, (Hair Salon)

**Duties included:**

Client facing role which required strong communication and time management skills. I was responsible for all client bookings and administration management.

- Responsible for opening and closing of salon and daily set up, cash management and dealing with customer payments.
- Diary Management for all colleagues, liaised with all colleagues with respect to their daily work schedules and liaised with all clients in respect to bookings.
- Greeted customers and visitors on arrival and via telephone calls.
- Maintained full knowledge of treatments and products and made recommendations to customers.
- Provided an exceptional level of customer service; offering all clients refreshments, selling products and courses.
- Answered customer enquiries and addressed, resolved or escalated issues to management personnel to ensure client satisfaction.
- Administration duties included stocktaking, booking of couriers and general office requirements.

**Products worked with:**

Redken, Tigi Bed Head, Kerastase

**June 2010 - July 2010 - Call Centre Agent** at Merlin Entertainment, Chessington, UK - United Kingdom, (Product Company)

**Duties included:**

- Part of a London cluster team specializing in receiving inbound phone calls regarding London attractions; such as London Eye, London Dungeons and Madame Tussauds.
- Answering queries and booking tickets by data entry using the company computer softwares Call Scripter and Galaxy. Taking card payments over the telephone.

**July 2009 - January 2010 - Receptionist** at Nails Inc, London, UK - United Kingdom, (Product Company)

**Duties included:**

Receptionist / Retailer in department stores in London such as John Lewis, House of Fraser and Harvey Nichols. Duties included:

- Answering the telephone, booking in clients, greeting clients, traffic stopping customer's to demonstrate products, selling retail and also helping out nail technicians with their time management by prepping client's nails upon arrival
- Consistently exceeding daily sales targets

**Products worked with:**

Nails Inc

**October 2008 - March 2009 - Receptionist** at Royal Automobile Club, London, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

Receptionist in the sports department of a 5\* private members club. Duties included:

- Opening up the sports area, counting the float, answering telephone calls, responding to e-mails, confirming appointments via telephone, booking beauty treatments / hairdressing appointments, squash courts, classes, personal training appointments and selling products
- Greeting all members or guests politely, swiping their membership cards and handing over some towels
- Dealing with any customer complaints
- Cashing up at the end of the night and closing up the sports area

**January 2008 - February 2009 - Hair Apprentice / Receptionist** at Regis, Kingston, UK - United Kingdom, (High Street Salon)

**Duties included:**

Answering the telephone, booking hairdressing and beauty treatments, customer service; greeting clients, offering refreshments, selling products and courses, taking payments, settling bills, handling money, selling retail and also helping out hair stylist's with their time management by prepping their client's hair for them upon arrival.

### **Products worked with:**

Decleor, Guinot, Jessica, Bare Essentials, Redken, Kerastase, Tigi Bed Head, Fudge, GHD

### **Education and Qualifications:**

#### **2008 Wella Academy - London**

Graduates Training Course

Graduates training course in Hairdressing

Whilst at Regis, I completed a 2 week graduates training course at the Wella Academy in London, which had theory and practical work involved. I gained a certificate at the end of the training.

#### **2009 South Thames College**

- VTCT Level 2 - Cosmetic Make-Up
- VTCT Level 3 - Diploma in Health, Safety, Security and Employment Standards

#### **2005 Tolworth Girls' School, Surbiton, Surrey**

GCSE's:

English Language (B), English Literature (B), Science (C), Drama (C), French (C), Maths (D), Business Studies (D), Child Development (D), I.C.T (D), Geography (E)

### **Vocational Qualifications**

MS Office -- Word, Excel, Outlook

### **Hobbies and Interests**

Make up, going to the gym, reading

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