Jo bloggs

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# Objective / summary

I am a well-presented and articulate receptionist with a genuine smile and an ability to connect with. I am happy and confident talking to people from all walks of life and I get a buzz from helping them. With bucket loads of enthusiasm matched by all the essential skills skills for working with customers, I am more than capable of delivering excellent service and contributing to a great company culture.

# work experience

**BCE Technology, London, January 2014 - date**

*Receptionist*

My duties include:

* Meeting and greeting new and existing customers with a warm welcome and dealing with their enquiry.
* Answering the phone and directing enquiries appropriately.
* Booking appointments, setting up meeting rooms and arranging lunches/refreshments.
* Data entry.
* Managing and posting on the company’s social media pages.
* Other general administrative tasks as required.

**ABC Power London, January 2010 – December 2013**

*Receptionist*

My duties included:

* Answering calls and dealing with enquiries.
* Greeting clients on the front desk and making them refreshments.
* Tidying meeting rooms and replenishing supplies.
* Typing letters and documents.
* Distributing incoming post, preparing and franking outgoing post.
* Ordering stationery and supplies.
* Handling deliveries.
* Photocopying, binding, scanning, laminating and other general admin tasks.

**ABC Hotel, London, January 2009 – December 2010**

*Part Time Receptionist*

* Answering and directing calls
* Doing all necessary tasks to ensure the smooth running of the reception office
* Dealing with guest queries and delivering first class service
* Booking rooms in the hotel and hotel amenities.
* Handling checkout
* Ordering stationary and administrative supplies
* Amending and reprinting menus for the hotel restaurant and bar
* Amending the hotel and bar chalk boards in line with specials
* Amending and reprinting leaflets, posters and promotional material

# qualifications

## Dates Qualification Institution

2005 Business Document Production Pitman Training

2004 Receptionist Diploma Pitman Training

1999 - 2003 5 GCSEs at A\* to C including ABC College, London

English and maths

# SKILLS

|  |  |  |
| --- | --- | --- |
| * Exceptional customer service skills * Ability to communicate on all levels Excellent IT skills (Word, Excel etc) * Positive and bright outlook * An exceptional work ethic | * Polite and friendly personality * Respectful and courteous * Proven ability to train junior members * Excellent standard of presentation * Good team player | * Flexible attitude * Pro active approach to work * Able to work alone if required * Great telephone manner * Neat writing and fast typing (45wpm) * Good attention to detail |

# references

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| --- | --- |
| Jim Smith, Manager  BCE Technology, 3 The Street, London E1 2DY  jimsmith@bce.co.uk  020 123 4567 | Alice Timms. Manager  ABC Power London, 123 The Strand, London S1 4XY  alicetimms@abc.com  020 234 4567 |

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