



Kamaljeet Kaur

Front Desk Receptionist

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Languages

English

About

With extensive retail experience at Superdrug and Shoe Zone, I've excelled in customer service, sales, and visual merchandising. Proficient in product promotion and adept at adapting to diverse environments, my background enriches any retail team, especially in high-street and premium women's fashion and accessories.

BRANDS WORKED WITH

- Edwardian Group Hotel
- International Currency Exchange, NW1 2QP
- Palmers College
- Shoe Zone
- Superdrug, IG1 1DA

Experience

● Foreign Exchange Consulant

International Currency Exchange, NW1 2QP | Oct 2019 - Jul 2020

- Work independently and as a team member to meet the sales targets with company plans
- Accurately and quickly respnd to customer inquiries in person, and over the phone.
- Confidently promote products and services to clients and potential customers
- Exchange different currencies for example Euro, US Dollar and British Pounds

● Sales Assistant

Superdrug, IG1 1DA | Dec 2017 - Oct 2019

- Greeting customers upon their arrival
- Demonstrating proper use of makeup and skin care products
- Cross-selling beauty products, when appropriate (e.g. serums, body lotions and hair care products)
- Inform customers on prices and special offers
- Ensure proper presentation of products on shelves
- Making sure delivers are done to standards



● Sales Assistant

Shoe Zone | Dec 2015 - Jan 2017

- Ensure high levels of customer satisfaction through excellent sales service
- Maintain outstanding store condition and visual merchandising standards
- Maintain a fully stocked store
- Ascertain customers' needs and wants
- Welcome and greet customers
- Manage point-of-sale processes
- Keep up to date with product information
- Accurately describe product features and benefits
- Follow all companies policies and procedures

● Receptionist

Edwardian Group Hotel | Apr 2016 - May 2016

- Greet clients as soon as they arrive and connect them with the appropriate party
- Answer the phone in a timely manner and direct calls to the correct offices
- Create and manage both digital and hardcopy filing systems for all partners
- Make travel arrangements and schedule meetings based on all partners' itineraries
- Deal with bookings by phone, e-mail, letter, fax or face-to-face
- Complete procedures when Guests arrive and leave
- Prepare bills and take payments
- Take and pass on messages to Guests
- Deal with special requests from Guests

- Answer questions about what the hotel offers and the surrounding area
- Deal with complaints or problems

- **Front Desk Receptionist**

Palmers College | Apr 2016 - May 2016

- Serving visitors by greeting, welcoming, directing and announcing them appropriately
- Answering, screening and forwarding any incoming phone calls while providing basic information when needed
- Receiving and sorting daily mail/deliveries/couriers
- Maintain security by following procedures and controlling access (monitor logbook, issue visitor badges)
- Update appointment calendars and schedule meetings/appointments
- Perform other clerical receptionist duties such as filing, photocopying, collating, faxing etc.

Education & Training

2016 - 2017 ● **Newham College of Further Education**
BTEC Introductory Diploma in Travel and Tourism,

2015 - 2016 ● **Palmers College**
BTEC Level 1 Business Studies,

● **La Sainte Union, Grays Convent High School**
BTEC ICT,