

# Vanessa Henry

Receptionist

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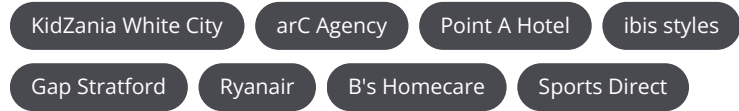
## Languages

English (Fluent)

## About

I have extensive retail experience, including roles at Gap and Sports Direct. I excel in organising shop floors, managing tills, and customer assistance. My adaptable skills ensure smooth operations in fast-paced environments, consistently providing exceptional service.

### BRANDS WORKED WITH



## Experience

### ● Call centre worker

KidZania White City | Oct 2018 - Nov 2019

As a call centre worker my responsibility was to answer calls from customers, answer queries to the best of my ability, all whilst following company guidelines.



### ● Sales server/bar tender

arC Agency | Feb 2018 - May 2018

I worked at several major venues and shows serving drinks also selling confectionaries

### ● Hotel Receptionist

Point A Hotel | Nov 2017 - Feb 2018

As a receptionist my role was to serve the guests to the best of my ability by ensuring to give them a warm greeting upon arrival, assist with luggage, perform needed paper work and assign rooms and room keys to guests, whilst answering queries to the best of my knowledge.



### ● Spa Receptionist(temp.)

Relax SPA | Jul 2017 - Aug 2017

As a spa receptionist I answered to emails and phone calls, made bookings, took payments for treatments, informed massage therapists of appointment times, ensured massage rooms were tidy and clean

### ● Hotel Receptionist

ibis styles | Feb 2017 - Jun 2017

ensuring to give them a warm greeting upon arrival, assisting with luggage, perform needed paper work and assign rooms and room keys to guests, whilst answering queries to the best of my knowledge.

### ● Retail assistant(temp.)

Gap Stratford | Nov 2016 - Dec 2016

My role was to organise shop and inventory floors, work behind tills, assist customers with queries



### ● Cabin crew

Ryanair | Jun 2015 - Feb 2016

As a cabin crew member it was my responsibility to ensure that safety was implemented first hand throughout each flight to ensure that passengers had the best flight possible, also providing excellent customer service skills during each flight.

\*Worked for family laundrette business and also family house keeper/cleaner during gaps\*

- **Home Care Assistant**

B's Homecare | Jul 2011 - Jan 2015

I worked as a support worker, assisting vulnerable individuals with day to day tasks such as prompting meds, supervised washes, cleaning/ ensuring living space was tidy.

\*Was on an intense training course during gaps\*



- **Retail assistant(temp)**

Sports Direct | Jun 2018 - Oct 2018

My role was to organise shop and inventory floors, work behind tills, assist customers with queries.

## Education & Training

2012

- **Lambeth college**

BTEC National Diploma- Applied medical Science,,