



Brooke Hall

High End Hospitality Specialist

📍 London, UK

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Languages

English (Native)

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About

I am an enthusiastic, well-motivated individual, a team player with excellent communication skills. Have spent last few years working in luxury retail and now looking to transfer my customer facing skills into a front of house role in a corporate environment. Competent in use of MS Office

BRANDS WORKED WITH

SJL – Luxury Retail Recruitment Agency

Tom Dick and Harry's

Woolston Manor Golf & Country Club

Experience

● Retail Specialist

SJL – Luxury Retail Recruitment Agency | Nov 2021 - Now

During this time I have worked for SJL Recruitment in a number of short- and long- term assignments in the capacity of Retail Assistant. Key assignments as follows including: - Selfridges, Hermes, Nicoli – Bond Street, Prada, Monica Vinader. Whilst working in these assignments, I carried out following duties:

- Provided first class service to high-net-worth individuals
- Supported all aspects of running store
- Dealt with promotions – promoting new products
- Managing customer relationships and dealing with any queries or issues
- Stock management – ensuring stock levels are maintained, accepting goods in and optimizing display of products
- Offering customer advice
- Working to sales targets
- Working to high standards of customer service at all times

● hospitality Waitress

Tom Dick and Harry's | Nov 2019 - Mar 2020

- Responsible for taking customer orders within designated section
- Communicated effectively with chefs in relation to allergies/dietary requirements
- Tasked with opening and closing restaurant and ensuring high standards of cleanliness
- Provided customer service at "hired out" parties at the venue
- Resolved all customer queries and complaints



● Events assistant/ front of house

Woolston Manor Golf & Country Club | Jul 2018 - Sep 2019

- Managed billing, payments and processing cash transactions
- Maintaining register
- Worked in team environment
- Established a welcoming atmosphere – greeting guests warmly
- Supported areas of hospitality during events

Education & Training

2013 - 2018

● Roding Valley High School

Fashion Retail Diploma,