



Lily Vu

Receptionist

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Languages

Vietnamese (Basic)

English (Fluent)

About

I have extensive customer service experience, including managing schedules and maintaining stock levels. Bilingual in English and Vietnamese, I excel at assisting customers and am adaptable to various retail environments, committed to delivering exceptional retail experiences.

BRANDS WORKED WITH

Nails and Spa

Experience

● Receptionist

Nails and Spa | Jan 2020 - Jan 2022

- Organized and updated weekly schedules.
- Assisted customers in person, over the phone, and via email, addressing inquiries and resolving issues.
- Maintained clean and orderly reception area to impress and welcome visitors.
- Welcomed guests and clients in friendly, positive manner. Asked them what they would like to have done and walk them to their seats.
- Created specialty drinks according to exact customer request and preferences.
- Made and serve high volume beverages with speed and consistency.
- Maintained the shop stock around the shop and make sure there are enough supply for the day.
- Collaborated with team members to ensure smooth and efficient service delivery.
- Participated in training sessions to stay updated on product knowledge and customer service best practices.

Education & Training

● Bacon's College

9 GCSE's,