



# Ludovica Scoppa

Supervisor

London, UK

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## Links

[LinkedIn](#)

## Languages

English (Fluent)

Italian (Native)

## About

The experiences I have had in the various industries have shaped me into a customer oriented professional that can strive under pressure to meet and exceed established targets. I am a hard-worker, fast learner, and goal-oriented person ready to put at service my excellent communication and interpersonal skills with the aim of providing unique and flawless customer experience.

### BRANDS WORKED WITH

Les100Ciels

Megan's at the Post Office Restaurant Surbiton

Megan's Battersea Power Station Restaurant

Villaggio Residence Testa

ZARA

## Experience

### Supervisor

Les100Ciels | Nov 2021 - Jan 2023

Welcoming and serving customers providing a unique in-store experience.

- Maintaining and developing client relationships through an individual approach.
- Ensuring that the shop and visual display are always up to the brand's standard, complying with Company operational guidelines and stock procedures.
- Be aware of what happens day to day in the store.
- Mantain excellent standards in the stockroom processing overstock in the correct order following company guidelings.



### Supervisor

ZARA | May 2021 - Oct 2021

Ensure the shoop floor is replenished throughout the day.

- Mantain high standards in the stockroom by organizing it efficiently.
- Developing stock knowledge and promotions throughout the stores at all time.
- Ensure that the new stock in available for replenishment on the shoop floor before the store opens.

### Team leader

Megan's at the Post Office Restaurant Surbiton | Oct 2020 - Apr 2021

### Team Leader

Megan's Battersea Power Station Restaurant | Oct 2019 - Sep 2020

Educate customers on menu items and take orders, always implementing up-selling and cross-selling techniques.

- Responsible for keeping the bar well-stocked, ordering low stock items according to the business needs.
- Complying with all food safety regulations and quality controls and maintaining excellent up to date product knowledge.

### Receptionist

Villaggio Residence Testa | May 2019 - Sep 2019

### Team Leader/ Receptionist

Villaggio Residence Testa | May 2018 - Sep 2018

Making reservations over the phone and in person.

- Remaining customer focused, ensuring high level of customer satisfaction through excellent service and exceeding guests requests in a timely manner
- Proactively interacting with other team members to ensure smooth running of the operations.
- Maintain constant communication with guests and quickly addressing

and handling requests or complaints in order to make them feel cared for during their visit.