



Lily Vu

Receptionist

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Languages

English (Fluent)

Vietnamese (Basic)

About

• I am an experienced, hardworking receptionist, meaning I am familiar to multi-line telephone systems and multiple communication tools. I am also a passionate about business success and successful at supporting all staff and customer needs. Positive upbeat with strong relationships with customers. • Reliable barista able to quickly learn and master new concepts and skills passionate and support. Exceptional communication skills with proven record of accomplishment of building client rapport. • Enthusiastic and detail-oriented professional with strong receptionist and customer service skills, seeking a challenging position to contribute language proficiency in English and Vietnamese to create a positive and efficient front desk experience.

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,