



Julia Komunitska

Receptionist

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Languages

- Polish
- Russian
- Ukrainian
- English

About

With a solid foundation in retail and exceptional customer service skills, I've mastered creating memorable shopping experiences and streamlining operations. Experienced in sales, time management, and team leadership, I'm passionate about achieving targets. Fluent in English with basics of Polish, Russian, and Ukrainian.

BRANDS WORKED WITH

- Corinthia Espa lounge
- Espa at Corinthia London hotel.
- Excess Baggage Company

Experience

- Receptionist, Sales and Reservations**
Espa at Corinthia London hotel. | Nov 2022 - Aug 2023
 - Reduced waiting times through effective time and resource management.
 - Provided clerical support to company employees, including copying, faxing and file management.
 - Answered and helped resolve enquiries from clients, vendors and general public.
 - Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance.
 - Monitored office supplies inventory, promptly reordering low stock items to prevent workflow disruptions.
 - Scheduled meetings and client appointments for ESPA Life at Corinthia
 - Updated client accounts and patient charts to maintain accurate and up-to-date files.
 - Used clinic software system to generate invoices and process client payments.
 - Applied expertise in company products and services to answer questions.
- Customer Service Agent**
Excess Baggage Company | May 2022 - Oct 2022
 - Acted as first point of contact for customer issues and queries.
 - Delivered consistently excellent customer service to guarantee positive company experiences. Followed up on unresolved customer issues to research
- Shop Manager**
Glamor | Jul 2021 - Feb 2022
 - Leading my team to deliver consistently excellent
 - sales-floor service, continually meeting individual needs for first-class customer experiences.
- Waitress**
Corinthia Espa lounge |
 - Regularly communicated with kitchen and bar staff to maintain smooth front of house operations, minimising potential service delays.
 - Performed bar closing duties, thoroughly cleaning, sanitising and replenishing stock.
 - Provided friendly, courteous service, maximising positive customer satisfaction ratings
 - Prepared mixed drinks and poured wine, beer and non-alcoholic beverages within target service timeframes.