



Oriana Conte

Receptionist

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Languages

English

Portuguese

About

With a foundation in exceptional service at Gordon Ramsay Restaurant, I'm passionate about delivering memorable customer experiences. Skilled in communication and meticulous attention to detail, I thrive in fast-paced retail settings, bringing adaptability and a keen eye for styling and upselling luxury products.

BRANDS WORKED WITH

Gordon Ramsay Restaurant: Bread Street Kitchen

Sunlight Care

Experience

● WAITER/HEAD WAITER

Gordon Ramsay Restaurant: Bread Street Kitchen | Mar 2022 - Sep 2023

- My job role as a head waiter included me opening and closing restaurants and ensuring everything was in order and this included me using my interpersonal skills in order to get things done and work with other team members.
- Providing excellent customer service was one of my main responsibilities, this included me introducing myself and welcoming the guests, this also included me answering any questions the quest might have about the restaurant or the food. For me to this I needed to use my communication skills to interact effectively with the guests.
- Serving food and drink orders was my main responsibility, in order for me to take orders and serve the guest I needed to ensure I noted all the allergies the guest might have or any dietary requirements and listen carefully to their orders, give any good recommendations and answer any questions about the ingredients and let them know if its suitable for them to have depending on the allergies or dietary requirements. This included me to follow all relevant health department regulations.



● DOMICILIARY CARER

Sunlight Care | Jun 2021 - Nov 2021

- Helping with personal care such as washing, dressing, hair, eating and drinking was one of my responsibilities as a domiciliary carer. This involved me using one of many skills that I develop which are empathy and passion.
- Giving medications on time was one of many important responsibilities that I had as a carer this included me being reliable and having good time management for me to take care of those who needed my support.
- As a carer I had to escort clients to an activity or medical appointment, this involved me using one of many of my key skills which are emotional support and organization skills.

● RECEPTIONIST

busuba | Oct 2019 - Mar 2020

- Meeting and greeting guests were one of my main job roles, this involved me using my social skill and being easy to communicate wit.
- Booking guests in/answering calls for this to be done I had to use my multitasking skills to meet the guest's requirements.
- Allocating guests to specific seats was one of many responsibilities I had as a receptionist, for this to be done I had to use problem solving skills and organization skills.

Education & Training

2022 - 2025

- University of East London
EARLY CHILDHOOD,

2019 - 2022

● **George Monoux College**

WALTHAMSTOW,