

Sam Roberts

Receptionist

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A well-organised Receptionist with over 15 years of experience in customer service and office-based environments. Has a very warm personality and is extremely proficient in clerical duties. Confident as the first point of contact for customers, client and employees and works very well under pressure. Maintains an empathetic demeanour to ensure a positive and trustworthy image of the company at all times.

Areas of Expertise

- ◆ Organisation
- ◆ IT literacy
- ◆ Attention to detail
- ◆ Communication
- ◆ Proactivity
- ◆ Meet and greet
- ◆ Prioritisation
- ◆ Call handling
- ◆ GDPR

Professional Experience

The Hotel, Leicester Hotel Receptionist

December 2020 – Present

Acting as the first and last point of contact for guests, ensuring an exceptional guest experience at all times. Delivering a smooth check in and out process for guests in line with brand standards. Fully conversant with facilities, services and special promotions offered by the hotel.

- Increased sales by 5% month on month, by upselling to promote hotel services and facilities
- Established an internal database and record management system, which enhanced the integrity of documentation in line with GDPR
- Attained a 98% guest satisfaction level based on feedback forms for the year 2021

The Doctors, Leicester GP Receptionist

June 2016 – November 2020

Scheduled appointments and managed calendars at a local GP practice. Planned staffing and handled annual leave requests. Answered incoming calls and greeted visitors professionally. Registered new patients, handled medical documents and their distribution on the medical system and sent letters to patients. Photocopied notes and other medical information.

- Performed all administrative duties accurately and in a timely way, contributing to the practice's 4.5-star Trustpilot rating
- Successfully handled 50+ phone calls a day with no complaints during the last 3 years
- Handled considerable volumes of emails and postal correspondence with less than 1% error rate for 2 consecutive years
- Reduced call processing time by 1 minute by implementing a semi-automated call forwarding system

The Corporate, Leicester **Corporate Receptionist**

February 2013 – June 2016

Managed the front desk at a corporate office of 250 people. Provided excellent customer service when answering and redirecting incoming calls, ordered and distributed office supplies, performed a variety of general administration tasks and handled incoming documents. Processed client and guest information.

- Implemented a computerised appointment setting procedure that reduced reservation time by 4 minutes
- Reduced the business's front desk expenses by £5,000 per year by introducing cost-effective alternatives

The Pitch, Leicester **Sales Assistant**

July 2010 – January 2013

Served customers on checkouts, ensuring that they received an easy, seamless and personalised experience. Displayed knowledge of products and services in-store and helped customers by giving great natural service.

- Contributed to high customer satisfaction scores by taking initiative and making decisions that were right for customers
- Worked well within the team and communicated openly with others, winning the Employee of the Month award for 6 consecutive months

Additional Experience

Sales Assistant, Welcome Home, August 2007 – June 2010

Customer Service Advisor, The Help, January 2003 – August 2007

Education

HNC Administration and Information Technology

City of Leicester College

Professional Training

Touch Typing and Shorthand Certificate

Administrative Assistant Certificate

Microsoft Office Specialist Certificate