



Doris Mason

Salon Receptionist

Contact info

+1 234 567 89 10

dorismason@gmail.com

Los Angeles, CA

Education

- Santa Monica College** 2018 - 2020
Santa Monica, CA

Skills

Customer Service	██████████
Cash Handling	██████████
Scheduling Appointments	██████████
Point of Sale Systems	██████████
Computer Literacy	██████████
Bookkeeping	██████████
Phone Etiquette	██████████
Multi-tasking	██████████
Sales Promotion	██████████

Awards

- Employee of the Month
- Outstanding Customer Service

Professional summary

Dedicated and personable salon receptionist with over 5 years of experience in providing excellent customer service, managing appointments, and supporting daily operations in busy salon environments.

Experience

- Salon Receptionist** 2022 - Now
Chic Beauty Salon, Los Angeles, CA
 - Greet an average of 50 clients per day with a friendly demeanor, ensuring a welcoming atmosphere.
 - Efficiently manage a busy appointment schedule using Salon Iris software, reducing booking errors by 20%.
 - Assist in retail sales of beauty products, increasing monthly sales by 15% through upselling and product recommendations.
 - Handle phone calls, emails, and walk-in inquiries, ensuring timely and accurate communication.
- Administrative Assistant** 2019 - 2022
Luxe Spa and Wellness Center, Santa Monica, CA
 - Built strong relationships with regular clients, leading to a 30% increase in repeat bookings.
 - Coordinated appointments for multiple service providers, optimizing scheduling to maximize salon capacity and efficiency.
 - Maintained accurate client records, including preferences and service history, using Mindbody software.