

Bilingual Receptionist

Carlos Herrera

Professional summary

Dynamic and results-driven receptionist with experience in bilingual customer service within the hair salon industry. Fluent in both English and Spanish, adept at fostering an inclusive and welcoming environment for a diverse clientele. Strong interpersonal skills, with a proven track record of building lasting client relationships, optimizing scheduling efficiency, and enhancing overall salon performance.

Experience

Bilingual Receptionist

August 2020 - Now
Bella Hair Studio / United States, Houston, TX

- Serve as the primary point of contact for Spanish-speaking clients.
- Play a key role in enhancing the salon's reputation within the Hispanic community.
- Translate promotional materials, including newsletters, service menus, and website content.
- Handle client inquiries and concerns with professionalism and a focus on creating a positive salon experience.
- Process transactions, manage the salon's POS system (Square), and maintain accurate financial records of cash, credit, and tips.

Receptionist & Sales Associate

June 2018 - July 2020
The Hair Lounge / United States, Houston, TX

- Greeted and checked in an average of 40 clients per day, offering personalized service.
- Increased retail sales by 15% by recommending salon products to clients based on their needs, educating them on benefits.
- Managed the front desk, ensuring a smooth flow of clients and supporting stylists by managing incoming calls.
- Assisted in organizing promotional events and workshops, including a "Client Appreciation Day," which led to a 10% increase in new client sign-ups.

Professional Development

Customer Communication & Conflict Resolution Workshop

Houston Professional Development Center, 2022

- 📞 (555) 298-4567
- ✉ carlos.herrera@gmail.com
- 📍 United States, Houston, TX

Education

Customer Service Excellence Certificate

The Customer Service Academy
Houston, TX, April 2021

High School Diploma

Houston High School, TX
Graduated: June 2018

Salon Management Software Training (Booker, Mindbody)

Beauty Academy of Texas
Houston, TX, Completed: November 2023

CPR & First Aid Certified

American Red Cross
Houston, TX, Certified: January 2021

Skills

- Proven ability to build and maintain trust-based relationships with clients.

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- Experienced in using salon management software.

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- Expertise in upselling and recommending salon retail products to clients.

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- Strong understanding of diverse cultural needs.

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Languages

- ◆ English (Fluent)
- ◆ Spanish (Fluent)