

# RECEPTIONIST CV EXAMPLE

BY CV GENIUS

## PERSONAL STATEMENT

Customer-focused Receptionist with 5+ years of experience working in the public and private sectors. Adept at efficiently handling challenging clients, demonstrating excellent telephone and customer service skills, as well as presenting quality work. Skilled communicator with the ability to develop strong relationships with clients and set them at ease. Instrumental in maintaining records, handling multi-line phone systems, and database management with 100% accuracy.

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## WORK EXPERIENCE

### Receptionist

December 20XX – Present | Salient Accounting & Finance, Basildon

- Handle multi-line phone system, operate telephone switchboard, and manage and update client database with the required information
- Greet 17+ guests per day at the check-in desk with a friendly smile, provide necessary paperwork, and update system records
- Organise appointments using a telephone and email appointment scheduling system for a team of 6+ managers
- Maintain executive managers' calendars by planning and scheduling conferences and making travel arrangements
- Implemented a new CRM and reporting system, reducing costs by 30% whilst improving productivity by 25%
- Manage 120+ phone calls daily with 0 complaints in the last 3 years

### Receptionist

May 20XX – November 20XX | HM Revenue & Customs, Oxford

- Warmly greeted people entering the facility by determining their purpose of visit and escorting them to appropriate staff
- Maintained logbooks, including sign-in logs, front desk expenditures, and received calls
- Restructured office scheduling and record management system, improving accuracy by 27%
- Ensured maximum client satisfaction, achieving a 90% customer satisfaction score

## Intern

May 20XX – July 20XX | Post Office, Preston

- Assisted in handling 20+ daily customer enquiries, contributing to team efficiency
- Supported the processing of 100+ parcels and letters daily, achieving 95% accuracy
- Aided in organising filing system, helping to improve document retrieval efficiency
- Participated in a customer feedback survey, assisting in a service improvement initiative

## EDUCATION

20XX-20XX | University of Central Lancashire, Preston

### BA (Hons) Business Management

Upper second class honours (2:1)

**Relevant Modules:** Management Research and Analysis, Managing in the Digital Workplace, Operations and Supply Chain Management, Leadership in Organisations, Strategic Management

20XX-20XX | **St Johns CofE School, Lancaster**

**A-levels:** Maths (A), French (B), English Literature (B)

**GCSEs:** 10 Grades 9–4 including Maths, English, Combined Science, and IT

## KEY SKILLS

- Expert organisational and time management skills
- Technically proficient in MS Office (Word, Excel, PowerPoint, and Outlook)
- Bilingual, fluent in French and English
- Excellent interpersonal skills
- Conflict resolution
- Office supply management
- Solid typing skills: (75 WPM)
- Multi-line phone call systems

## HOBBIES & INTERESTS

- Travelling
- Reading
- Classic films
- Cooking for friends and family

## Dear Reader,

Our goal at CV Genius is to provide you with the resources you need to get the job you want, and having a professional-looking CV is an essential part of that mission.

That's why each one of our CV templates is carefully created to make your application look polished and easy to read. Additionally, our templates are designed to help your CV get past the Applicant Tracking System software that many large employers use to scan through applicants.

However, writing an impressive CV isn't only about the template you use. Make sure your CV also highlights your qualifications, skills, and experience by using our free resources and reading our articles written by certified career coaches:

- [How to write a CV](#)
- [CV layout](#)
- [CV examples by industry](#)
- [CV maker](#)

After you've finished writing your CV, download a matching [cover letter template](#) and write a cover letter tailored to the position you're applying for to give your job application an extra boost.

Here are some of our most helpful [cover letter resources](#) to help you accomplish that:

- [Cover letter builder](#)
- [Cover letter examples](#)
- [How to write a cover letter](#)
- [Cover letter format](#)

Best regards,

*The CV Genius Team*