

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

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 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. 

Experienced in using salon management software. 

Expertise in upselling and recommending salon retail products to clients. 

Strong understanding of diverse cultural needs. 

Languages

 English (Fluent)  Spanish (Fluent)