



# Katie Horan

Customer Service Assistant

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## Languages

English

## About

A highly capable individual who has a collaborative approach to project work. Demonstrates patience, professionalism, and a positive attitude when performing tasks. A talented person that adapts easily to accommodate client needs and new tasks. Highly organized and dependable, a candidate that is successful at managing multiple priorities and projects with a positive attitude in a highly accurate way. A very effective team player capable of working across multiple teams and disciplines.

### BRANDS WORKED WITH

Giggling Squid

LEGOLAND Windsor Resort

London Steakhouse Company

National Trust

Soho Works

The Crazy Bear

## Experience

### ● Customer Service Assistant

London Steakhouse Company | Sep 2023 - Now

### ● Modeling Agency

| May 2017 - Now

- I have set up a business on my own that is generating £12,000 per annum on a part time basis.
- Travelled to studios and set locations, arriving ahead of time, and prepared for shoots.
- Designed and maintained my business TikTok, Facebook and Instagram sites to advertise my modeling portfolio.
- Set up my own website to showcase my portfolio to clients.
- Demonstrated excellent awareness of space and lighting to make best use of location.
- Built professional, lasting relationships collaborating with brands to help in promoting their products and services.
- Cooperated with stylists, designers and hair and make-up artists to fulfil project brief.
- Displayed clothes and accessories to large audiences at catwalk shows and followed designer creative briefs.
- Identified customers' needs and adapted modelling to suit.
- Attended garment fittings ahead of photoshoots and catwalk shows. Styled and accessorized items to fit fashion mood boards.

### ● Receptionist

Soho Works | Jun 2023 - Aug 2023

- Scheduled member meetings using various computer systems.
- Answering questions from members and potential members via telephone, email and in person
- Maintained the reception, and office space areas, ensuring consistently positive first impressions from customers.
- Greeted customers warmly and provided a positive, smooth check-in experience.
- Resolved and managed problems, escalating as necessary to management.
- Managed beverage, bar and snack areas in reception.
- Was responsible for the opening and closing procedures across multiple floors of the building involving various multinational and media companies.
- Liaised with TikTok staff to deliver and organize events.
- Acted as a single point for Burberry staff and customers making sure the guests were satisfied.
- Provided front of house services for multiple financial services and media company clients.

### ● Hotel Receptionist

LEGOLAND Windsor Resort | Mar 2023 - Jun 2023



- Acted as a first point of contact for all hotel guests.
- Maintained clean and tidy reception areas, ensuring consistently positive first impressions.
- Liaised with theme park, restaurants, maintenance and guest services departments to coordinate activities and resolve issues.
- Handled customer payments and reservations using computerized systems.
- Resolved customer and various departments queries and complaints, escalating them if required.
- Answered and transferred calls to designated recipients.
- Managed guest bookings and enquiries accurately and efficiently for continued customer satisfaction.

## ● Waitress

The Crazy Bear | Jul 2019 - Dec 2019

- Served meals and drinks with professionalism and skill, maintaining high presentation and quality standards.
- Managed and acted as a first point of customer contact for various events being conducted in the hotel.
- Kept guest tables neat and tidy by regularly clearing away dirty dishes, used glasses, and wiping down surfaces.
- Provided friendly, courteous service, maximizing positive customer satisfaction ratings.
- Created friendly, welcoming atmosphere to encourage positive guest experiences, prolonging visits to increase profitability.
- Maintained bar stocks, replenishing daily as necessary.
- Cleaned, sanitized and organized food storage racks and bins, maintaining exceptional hygiene standards.
- Resolved guest complaints promptly and professionally, notifying restaurant management of concerns.
- Attended tables regularly to check customer needs were met, promptly processing additional food and drink orders.
- Kept areas clean and clear of debris, minimizing risks to guests and staff.
- Thoroughly cleaned dining areas, waiting areas and bathrooms to maintain guest comfort and hygiene.
- Delivered exceptional service by greeting and serving customers in timely, friendly manner.
- Checked in with customers during meals and events to check orders were received correctly and the guests' expectations were met.



## ● Waitress

Giggling Squid | Aug 2018 - Jun 2019

- Kept guest tables neat and tidy by regularly clearing away dirty dishes, used glasses, and wiping down surfaces.
- Provided friendly, courteous service, maximizing positive customer satisfaction ratings.
- Created friendly, welcoming atmosphere to encourage positive guest experiences, prolonging visits to increase profitability.
- Resolved guest complaints promptly and professionally, notifying restaurant management of concerns.
- Prepared mixed drinks and poured wine, beer, and non-alcoholic beverages within target service timeframes.
- Quickly and clearly communicated dining orders to kitchen staff, directing attention to special requests.



## ● Catering Assistant

National Trust | Feb 2016 - Mar 2017

- Providing various catering duties at locations across the site.
- Upheld outstanding levels of cleanliness through methodical clean-as-you-go approach.
- Ensured cleanliness and usability of crockery, cutlery, and utensils for smooth-running, high-functioning kitchen operations.
- Addressed customer questions and concerns with knowledge of menu items, ingredients, and allergens.
- Loaded and unloaded silverware and dishes into and from dishwasher.
- Improved transportation flow between kitchen and service teams, minimizing customer wait times.

## Education & Training

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2022

● **University of arts**

Master of Arts,

2020

● **University of arts**

Contemporary Media Cultures,,