



Katie Horan

Customer Service Assistant

[View profile on Dweet](#)

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

2022

● **University of arts**

Master of Arts,

2020

● **University of arts**

Contemporary Media Cultures,,