

## Personal

### Name

Ava Hatt

### Address

101 Dunswell Road, Cottingham  
Hull HU16 4JA

### Phone number

0100 456 7000

### Email

example@cvmaker.uk

## Interests

Public speaking

## Skills

Business administration	Skillful
Meet & greet	Expert
Call handling	Expert
Visitor logbook	Expert
Microsoft Office	Experienced
Visitor experience	Expert
Bookings & reservations	Expert

# Ava Hatt

Highly professional Senior Receptionist with over ten years of experience in corporate manufacturing. Proven ability to maintain operational efficiency while delivering an excellent customer experience in a fast-paced, high-volume environment. Resourceful, friendly and energetic, I work well under pressure and continually update my skills to remain at the cutting edge of customer service.

## Work experience

### Senior Receptionist

Mar 2015 - Present

*Croda International Plc., Hull*

Currently, I am the first point of contact for all visitors to this multinational chemical manufacturing company. I manage all front of house responsibilities and have two junior receptionists reporting to me. My duties include –

- Coordinating all front of house activities in line with company policies and procedures
- Answering inbound calls and redirecting them to the correct extension
- Taking messages from callers and forwarding via the internal communication system
- Meeting and greeting visitors, signing them in per security protocols and issuing tags
- Seating visitors and advising internal staff of their arrival
- Collecting tags and updating log when visitors leave
- Handling internal requests to book meeting rooms and conferences
- Keeping a diary of all bookings and reconfirming arrangements
- Checking meeting rooms are set up and stocked before meetings and cleaned afterwards
- Arranging refreshments or catering for meetings and conferences
- Signing for small parcel deliveries and informing internal staff
- Handling all courier collections and filing waybills
- Following up on undelivered waybills when requested
- Maintaining health, hygiene and security protocols
- Ensuring the front of house is tidy and clean at all times
- Compiling daily lunch and annual leave roster for reception staff
- On the job training of reception staff to improve skills and maintain a high degree of professionalism

### Receptionist

Aug 2010 - Mar 2015

*Smith & Nephew Plc., Hull*

I joined this medical equipment manufacturer as a part-time Admin Clerk immediately after completing school. After three months, I was appointed permanently as a Junior Receptionist. My combined duties included –

- Answering and redirecting inbound calls
- Taking and forwarding messages
- Meeting and greeting visitors
- Arranging refreshments for visitors
- Cleaning and tidying the reception area
- Signing for small parcel deliveries and handing them to internal mail
- Data capture and maintaining a filing system
- Handling and balancing a petty cash box with a float of £100
- Maintaining health, hygiene and security protocols

## Education and Qualifications

### Level 5 Certificate in Reception Operation and Services

Jan 2018 - Nov 2018

*Harley J Associates Ltd, Hull*

### GCSEs -including English, French and Mathematics

Sep 2006 - Jul 2010

*Sheffield High School for Girls, Sheffield*

## References

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**Syd Black**

*0100 333 4000*

*syd@sample.uk*

Smith & Nephew Plc.

## Achievements

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Distinguished Toastmaster (2017) - Toastmasters International