

JAMES ROBERTSHAW

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EDUCATION

Associate of Science in Business Administration

Wayne State University,
Detroit, MI
September 2012 - June 2014

KEY SKILLS

- Appointment management
- Microsoft Office Suite
- Data protection
- Written and verbal communication
- Upselling and promotions
- Teamwork

Collaborative and energetic hair salon receptionist with 7 years of experience delivering high-quality admin support in luxury Detroit salons. Superb telephone etiquette with a talent for managing digital booking systems for up to 10 stylists. Engaging and welcoming interpersonal style with a proven track record for building strong relationships and securing repeat customers.

PROFESSIONAL EXPERIENCE

Hair Salon Receptionist

Great Snips, Detroit, MI | September 2017 - Present

- Manage the salon's digital calendar system and schedule client appointments, reducing diary conflicts by 89% over 3 years
- Respond to email and telephone inquiries promptly and professionally, receiving positive feedback 5x during performance reviews for communication etiquette
- Upsell the salon's hair care range at the till, exceeding 65% of individual sales targets in 2021
- Process cash and card payments using the point-of-sale system and maintain accurate transaction records

Hair Salon Receptionist

Ulta Beauty, Detroit, MI | July 2014 - September 2017

- Built a warm and professional rapport with new and long-term customers, contributing to a retention increase of 53% in 2016
- Maintained accurate client records according to strict data protection protocols
- Promoted the salon's special offers and loyalty scheme, leading to an uptake increase of 34% over 2 years
- Assisted with promotional events and assisted in sourcing cost-effective catering solutions