

Aisha Rahman

Receptionist

Contact

Bournemouth
07700 900161
aisha.rahman@example.com

Skills

- Welcoming visitors and calming a busy queue
- Booking and appointment systems
- Card payments and end-of-day reconciliation
- Switchboards and call transfers

Systems

- Dental practice management software
- Hotel property management system
- Microsoft 365

Languages

- English (fluent)
- Bengali (fluent)

Profile

Receptionist with five years on hotel and dental practice front desks. Greet visitors, manages bookings and payments on screen and keeps a busy waiting area calm and informed. Comfortable with switchboards, online booking systems and card payments. Looking for a receptionist role in a practice or corporate office.

Experience

Receptionist

Westcliff Dental Practice, Bournemouth · March 2023–present

- Welcome up to 80 patients a day, check them in and keep the waiting room informed when appointments run late.
- Book, move and confirm appointments for six clinicians on the practice system, and send reminder texts.
- Take payments and explain treatment costs and payment plans from the practice price list.
- Manage the post, deliveries and the lab collection log.

Front Desk Agent

Harbour View Hotel, Poole · 2021–2023

- Checked in up to 60 guests a day, handled reservations by phone and email, and settled bills at check-out.
- Issued room keys and visitor passes and kept the guest register up to date.

Education

Level 2 Certificate in Customer Service

2022

GCSEs including English Language 6 and Mathematics 5

2019