

# Kim Patton

Retail Specialist & Customer Relations Associate

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## PROFESSIONAL SUMMARY

Customer-focused professional with experience across retail sales, hospitality, front-desk operations, and educational support. Known for strong communication, organization, and relationship-building skills. Adept at managing high volume interactions while maintaining a positive and professional environment.

## EXPERIENCE

### Hostess | FYR - Al Ghalia Hospitality

➤ 09/2024 - 11/2025

Al Seef, Bahrain



- Delivered a refined first impression by professionally greeting and seating guests in accordance with reservation protocols and brand standards
- Managed high-volume reservations using digital booking systems while accommodating VIPs and special requests with discretion
- Coordinated seamlessly with servers and management to optimize table flow and minimize wait times
- Maintained an organized and elegant front-of-house environment consistent with upscale dining expectations
- Handled guest inquiries, concerns, and special accommodations with poise and customer-focused problem solving
- Monitored dining room activity to ensure smooth transitions between seatings during peak service hours
- Communicated wait times and service updates clearly and courteously to enhance guest satisfaction

### Receptionist | Virgin Active

➤ 08/2023 - 08/2025

Cape Town, South Africa



- Served as the first point of contact for members and guests, delivering professional, friendly service in a high traffic environment
- Managed front desk operations including check-ins, phone inquiries, scheduling, and membership verification
- Maintained accurate member records, processed payments, and handled basic billing inquiries
- Coordinated class schedules, personal training appointments, and facility reservations
- Addressed member concerns and resolved issues promptly to ensure a positive customer experience
- Supported sales and retention efforts by promoting programs, events, and membership upgrades

### Retail Sales Associate | Refinery

➤ 11/2022 - 07/2023

Cape Town, South Africa






- Delivered personalized customer service by assisting shoppers with product selection, inquiries, and purchases
- Processed transactions accurately using point-of-sale (POS) systems while handling cash, credit, and returns
- Maintained visually appealing merchandise displays in accordance with brand and store standards
- Achieved individual and team sales goals through effective product knowledge and customer engagement
- Restocked inventory, monitored stock levels, and supported loss prevention efforts
- Addressed customer concerns and resolved issues promptly to ensure satisfaction and repeat business
- Supported promotional events, seasonal launches, and sales campaigns

## **EDUCATION**

High School Diploma  
New Orleans Secondary School  
Paarl, Western Cape  
South Africa

## **STRENGTHS**

-  Building Customer Trust
-  Product Presentation
-  Collaborative Team Player

## **SKILLS**

Customer Service  
Retail Sales  
Product Knowledge  
Inventory Management  
Cash Handling  
Visual Merchandising

## **REFERENCE**

Available Upon request