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Manchester, UK

Victoria Bennett

Work experience

Cabin Crew Member

SkyLink Airlines

2020 - Present
London

Provide exceptional in-flight service to passengers to ensure safety, comfort, and satisfaction. Demonstrate emergency procedures in line with regulations, collaborate for an efficient cabin, address passenger needs courteously, enhance the flying experience and maintain high customer satisfaction.

- Elicited consistent positive feedback from passengers, resulting in an exceptional 95% customer satisfaction rate.
- Addressed passenger needs, concerns, and special requests promptly, leading to a 20% reduction in response time and enhancing the flying experience.

Customer Service Representative

WanderLuxe Voyages

2017 - 2020
London

Provided support to customers in arranging travel, encompassing flights, accommodations, and transport. Addressed inquiries promptly, upholding a seamless and positive customer journey. Worked alongside travel partners to maintain current travel details and promotions and aided in creating training resources for incoming customer service colleagues.

- Effectively assisted customers in planning and booking travel arrangements, leading to a 15% rise in successful booking conversions.
- Resolved customer inquiries and concerns promptly and professionally, resulting in a consistent 98% customer satisfaction rate and fostering a positive customer experience.

About

Passionate Cabin Crew professional equipped with exceptional interpersonal, communication, and problem-solving skills. Dedicated to ensuring passenger safety and comfort while fostering a positive and welcoming in-flight environment. Committed to upholding the aviation industry's highest standards of service and professionalism.

Skills

Crisis Management and Evacuation Protocols
Customer Relationship Management
Security Procedures and Protocols
First Aid and Medical Response
Cabin Equipment Operation
Time Management

Education

Bachelor of Arts in Hospitality Management, University of London, London, 2017