

OLIVIA SMITH

Hostess

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PROFESSIONAL SUMMARY

Dedicated Hostess with 7 years of experience in providing exceptional customer service in fast-paced dining environments. Skilled in managing reservations, seating arrangements, and ensuring a welcoming atmosphere for guests.

WORK EXPERIENCE

Hostess Dec / 2020-Ongoing
Quantum Solutions LLC Phoenix, AZ

- 1. Manage dining reservations, ensuring optimal seating arrangements for guests and accommodating special requests to enhance their experience.
- 2. Direct and coordinate dining room staff to meet customer needs, ensuring prompt and quality service from arrival to departure.
- 3. Assist guests with special requirements, including families with children and individuals with dietary restrictions, while maintaining a clean and welcoming environment.
- 4. Ensure adequate menu availability and relay orders to the kitchen, monitoring the accuracy and timeliness of service.
- 5. Oversee event setup and maintenance of restaurant ambiance, contributing to a pleasant dining atmosphere.
- 6. Utilize strong communication skills to effectively convey information and address guest inquiries or concerns.
- 7. Analyze and improve operational processes to enhance efficiency and guest satisfaction in a busy restaurant setting.

Costumer Service Dec / 2017-Dec / 2020
Crescent Moon Design Portland, OR

- 1. Address guest complaints by identifying issues and providing effective solutions, ensuring a positive dining experience.
- 2. Maintain open communication with guests to build trust and rapport, enhancing overall satisfaction.
- 3. Provide accurate information regarding menu items and restaurant policies, utilizing appropriate tools and methods.
- 4. Document guest interactions and feedback to improve service quality and address recurring issues.
- 5. Proactively engage with guests to create a welcoming atmosphere, demonstrating a commitment to exceptional service.
- 6. Managed the seating arrangements for up to 150 guests during peak hours, ensuring efficient flow and customer satisfaction.
- 7. Trained and supervised a team of five new hostesses, improving service speed and enhancing guest experiences by 20%.

EDUCATION

Associate of Arts in Hospitality Management Dec / 2014-Dec / 2017
Culinary Institute of America Denver, CO

Studied hospitality management principles, focusing on customer service, event planning, and restaurant operations.

SKILLS



ACHIEVEMENTS

- Increased guest satisfaction scores by 20% through effective seating management and personalized service.
- Successfully managed high-volume dining events, ensuring timely service for over 100 guests.