

ROBERT SMITH

Head Hostess

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Energetic person with over 10 years of experience in a range of customer-oriented service roles. Strong ability to troubleshoot and problem-solve in fast paced environments. Seasoned leader and decision maker equipped with finesse to effectively communicate with a variety of clients and personality types. Seeking to apply professional background with a team that values a hospitality driven, guest experience-focused approach to service.

MARCH 2011 - PRESENT

HEAD HOSTESS - ABC CORPORATION

- Inspect restrooms for cleanliness and availability of supplies and clean restrooms when necessary.
- Maintain contact with kitchen staff, management, serving staff, and customers to ensure that dining details are handled properly and customers concerns are addressed.
- Assign patrons to tables suitable for their needs and according to rotation so that servers receive an appropriate number of seatings.
- Supervise and coordinate activities of dining room staff to ensure that patrons receive prompt and courteous service.
- Provided excellent customer service by responding to inquiries and answering questions in a warm and efficient manner.
- Greeted each customer with friendly eye contact and assigned patrons to tables suitable for their needs and according to the rotation.
- Handled reservation bookings and accommodated guests special requests.

MAY 2009 - NOVEMBER 2010

HOSTESS - ABC CORPORATION

- Ensure entrance to the restaurant is inviting and aesthetically pleasing to customers.
- Monitor production of the kitchen to stay abreast of turn around time for meal preparation.
- Make sure the server is aware they have been seated - provide written reports to management.
- Maintain constant synchronization with the servers and the kitchen staff for customer satisfaction.
- Upon customer exiting, ensure they are totally satisfied with our service or develop and implement a strategy to overachieve customer satisfaction.
- Train and oversee new cashiers and hostesses to ensure their level of excellence and success meet or exceeds managements expectation.
- Used customer service, patience, understanding, and organizational skills.

EDUCATION

Diploma - (Bowie High School - Bowie, MD)

SKILLS

Great Communication , Handle Cash Very Well, Good Math , People-friendly, Respectable, Responsible, Time-oriented, Great Customer Service