

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

Highly experienced individual working in the hospitality industry for the last decade, seeking a hostess position at a fine dining establishment. Eager to apply my refined and formal customer service skills and academic training to a luxurious environment, serving various clientele.

Experience

Fine Dining Hostess - Pastiche Noshery / Location

MONTH YEAR - Present

- Greeted guests with a welcoming and professional demeanor.
- Managed online and call reservations through the restaurant management software (POS) system.
- Accompanied the guests to their tables while engaging in conversation.
- Demonstrated a clear knowledge of the menu recommendations, by thoroughly explaining dishes and drinks to guests clearly.
- Essential team member, who worked best as a part of a team with the kitchen and servers to provide excellent service.

Hostess - Il Covo Restaurant / Location

MONTH YEAR – MONTH YEAR

- Helped in maintaining the established look of the establishment.
- Worked directly and proactively with the kitchen staff to ensure flawless service.
- Organized live music and bookings on Friday nights to attract a wider scope of clientele and increase revenue.
- Handled major complaints and concerns from the guests and provided on-the-spot solutions without bias or argumentation, offering alternatives or substitutions.
- Managed client reservations, bookings, and accommodations.

Project Experience

- Attended beverage workshops on wine tasting, production, and the etiquette of serving wine.
- Oversaw catering events and reservations for high-end clientele and guests at Pastiche Noshery.

Education

Bachelor’s Degree in Hospitality Management - University of New York

MONTH 2010

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Warm, engaging personality
- Highly adaptable
- Familiarity with POS systems
- Conflict resolution
- Effective communication skills
- Efficient team player
- Highly organized
- Fine dining etiquette

Licenses & Accreditations

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- ServSafe Food Handler Certification
- TIPS Alcoholic Safety Training Certification