

NAME

TITLE

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

Profile

Friendly, customer-oriented individual seeking a position as a restaurant hostess in an environment where they can effectively utilize my sophisticated social skills and background in hospitality. Always keen on providing the best customer service, which is tailored to the individual guest and client.

Experience

Hostess - Hogtown Vegan Restaurant / Location

MONTH YEAR - Present

- Answered guest phone calls with the restaurant's signature style. Managed reservations with in-house POS software.
- Interacted with all patrons while maintaining a welcoming, helpful, and professional demeanor.
- Hosted hundreds of guests per night, at their reserved tables.
- Proactively introduced a rewards system to honor long-term customers.
- Communicated clearly and effectively with kitchen staff and servers to ensure prompt service for the guests.

Hostess - Annabelle's Bed & Breakfast / Location

MONTH YEAR – MONTH YEAR

- Front-of-house team member, handling all aspects of payment – via credit card, debit, cashier's check, and cash. Processed payment and provided a receipt.
- Represented the 'face' of the brand, providing accommodating and compassionate service to several elderly patrons.
- Handled the use of the hotel's POS software for checking in guests, and ensuring appropriate bookings and reservations.
- Assisted team members with cleaning duties, upkeep, and sanitation after the departure of all guests.

Project Experience

- Volunteered to distribute refreshments and attend to the staff at a local blood drive.
- Served on a local mom & pop catering team, Susan's Refreshments, for outdoor events. Attended to the needs of various guests. Created attractive displays and themed set pieces for the tables.

Education

Bachelor's Degree in Hospitality Management - Penn State University

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Compassionate and caring customer service
- Collaborative
- Adaptable
- Excellent communication
- Ability to thrive in a team setting
- Proficient in different POS software and management systems
- Can work in a fast-paced environment, under high-stress situations

Licenses & Accreditations

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- Food Safety Certification