

NAME

TITLE

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

Profile

Charismatic hostess with three years of experience working in popular restaurants, who is now seeking a position as server-hostess. Highly skilled in customer reception and navigating restaurant software (POS) systems; fully confident in front-of-house reception and delivering dishes to patrons as a server.

Experience

Server - ABC Bar and Grill / Location

MONTH YEAR - Present

- Handed out menus to the guests as soon as they settled in, explaining specials, and menu items, and highlighted chef's recommendations.
- Worked closely with the kitchen staff to present guests with meals in a timely fashion, coordinating timing when guests and patrons had finished their prior dishes.
- Collected payments from customers and issued receipts.
- Championed feedback from guests, and incorporated it into better customer retention for the entire establishment.

Hostess - ABC Bar and Grill / Location

MONTH YEAR – MONTH YEAR

- Welcomed guests with a friendly and professional demeanor.
- Managed reservations and led guests to their designated tables promptly.
- Took orders from guests while ensuring prompt service and engaging with them playfully.
- Proactively trained seasonal employees and recent hires.
- Processed payments, reservations, and special accommodations with POS software.

Project Experience

- Participated in a hospitality workshop as an usher, gaining insight into customer retention and best hospitality practices.
- Served beverages at team-building events for ABC Bar and Grill, working directly with management to coordinate and champion staff events.

Education

Associate Degree in Hospitality Management - Bunker Hill Community College

May 2017 – September 2019

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Excellent communication and people skills.
- Proficient in using POS systems.
- Great at handling balance of payments
- Can work well in a busy environment
- Have a deep knowledge of food and beverage menus.

Licenses & Accreditations

Licenses & Accreditations

- Food Handling License
- Alcohol Service Certification