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LILY TAYLOR

Club Hostess



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Miami, FL


Education


University of Miami


2018 - 2022


Skills


VIP services 


Guest interaction 


Crowd management 

Upselling techniques 

Reservation coordination 

Team collaboration 

Communication 

Conflict resolution 

Languages

 English (Native)  Chinese (Native)

Professional summary

Customer service-oriented and friendly professional with 4 years of experience. Adept at organizing various club activities while ensuring outstanding guest service. Proficient in creating a fun and engaging environment, understanding patrons' needs, and driving the success of the establishment.

Experience

Celestial Lounge

March 2022 - Now

Miami, FL

Club Hostess

- Greet and welcome guests upon their arrival.
- Coordinate and organize events, promotions, and other activities.
- Regularly communicate with patrons, building rapport to ensure exceptional service.
- Provide information about the events and special offers, which helped increase overall business by 20%.
- Drive the VIP table reservations and anticipate high-profile clientele needs.

Starlight Nightclub

June 2019 - February 2022

Miami, FL

Club Hostess

- Managed exclusive club events and maintained excellent relationships with guests.
- Maintained cleanliness and organization in the front-of-house area.
- Trained 10 new staff members in customer service techniques.