



# Mia Evans

## FINE-DINING HOST- ESS

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United States, Los Angeles, CA

### SKILLS

|   |        |
|---|--------|
| Reservation management                  | Expert |
| Upselling techniques                    | Expert |
| Poise and professionalism               | Expert |
| Multitasking in fast-paced environments | Expert |
| Team collaboration                      | Expert |
| Wine knowledge                          | Expert |
| OpenTable proficiency                   | Expert |

### LANGUAGES

- Spanish (Professional)

## PROFESSIONAL SUMMARY

Highly organized and personable fine-dining hostess with 6+ years of experience in the restaurant industry. Passionate about giving top-notch hospitality services and creating a memorable dining experience for guests. Good understanding of dining etiquette, table placement, and serving.

## EXPERIENCE

May 2019 - Now

### Senior Hostess

Platinum Star Restaurant / Los Angeles, CA

- Handle restaurant bookings to optimize dining experiences and efficiently accommodate up to 200 guests daily.
- Train and oversee a team of host staff, improving the team's customer engagement practices.
- Develop relationships with regular customers to create a comfortable and welcoming dining atmosphere.
- Assist restaurant manager with service standards, improving overall guest satisfaction by 25%.

July 2017 - April 2019

### Hostess

Sapphire Eats / San Diego, CA

- Managed reservations and coordinated seating arrangements for group sizes ranging from 2 to 30 guests.
- Collaborated with service staff to ensure smooth operations during high-traffic hours.
- Addressed customer queries and complaints, ensuring immediate resolution and enhancing satisfaction scores by 20%.
- Assisted in event planning, including liaising with organizers for adequate preparations.

## EDUCATION

2015 - 2018

### Associate Degree in Hospitality Management

San Diego Community College