



Mia Evans

FINE-DINING HOSTESS

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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