Lead Hostess

Aria Mitchell

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📍 United States, San Francisco, CA

Professional summary

Dedicated hostess with 10 years of experience and a proven track record of ensuring seamless guest experiences. Seeking a challenging position where I can leverage my exceptional customer service skills and expertise in managing reservations to contribute to the success of a high-end restaurant.

Experience

Lead Hostess

July 2018 - Now

Riverside Grill / San Francisco, CA

- Manage daily front-of-house operations for a high-volume restaurant.
- Oversee a team of 6 hostesses.
- Develop reservation management strategies, resulting in a 15% improvement in customer service ratings.
- Collaborate with the waitstaff, reducing wait times by 25% during peak hours.

Senior Hostess

March 2015 - June 2018

Urban Bistro / San Jose, CA

- Managed reservations for a bustling bistro.
- Improved the overall dining experience.
- Collaborated closely with the kitchen to ensure seamless communication and enhance overall customer satisfaction.
- Introduced upselling strategies, resulting in increased revenue (20%) from special events and promotions.

Hostess

June 2013 - February 2018

Coastal Cafe / Oakland, CA

- Greeted and seated guests.
- Maintained a positive and professional atmosphere in a popular seaside cafe.
- Effectively managed reservations during peak hours.
- Optimized table turnover and minimized wait times.
- Addressed guest concerns promptly, ensuring a positive dining experience and fostering customer loyalty.

Education

Bachelor of Arts in Business Administration

Harbor City University

- GPA: 3.8/4.0
- Relevant coursework: Restaurant Management, Customer Experience Optimization, Event Planning in Hospitality.

Skills

Skill	Rating
Excellent communication	◆◆◆◆◇
Customer service	◆◆◆◆◆
OpenTable proficiency	◆◆◆◆◇
Multitasking	◆◆◆◆◇
Time management	◆◆◆◆◆
Problem-solving	◆◆◆◆◇
Team collaboration	◆◆◆◆◇
Adaptability	◆◆◆◆◇
Upselling techniques	◆◆◆◆◆

Awards

- 🏅 Outstanding Performance as Hostess
- 🏅 Distinguished Service Recognition
- 🏅 Leadership in Guest Satisfaction

Languages

- ◆ Spanish
- ◆ Italian