

# **Lead Hostess**

# **Aria Mitchell**

#### **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.

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# 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**

| Excellent communication | <b>***</b> * |
|-------------------------|--------------|
| 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