## Hostess Resume Sample 1

**Katrina Wells**

2323 North Bend River Road, Elkhorn City, Kentucky, 41522

*katrinawells@email.com*

606-754-7495

### A. Summary

I am an energetic hostess with experience in the field. I have previously served as a hostess in upscale hotels and restaurants, providing the customers with an elegant and perfect service. I am highly skilled when it comes to planning the service workflows, coordinating and ordinating the dining room staff, and managing reservations made by the patrons. I am looking for a job at a location where I can apply my extensive professional background and make good use of my skills and knowledge.

### B. Working Experience

* **June 2010 – Present – Homewood Suites by Hilton Louisville-East, Louisville, Kentucky**

**Responsibilities**: Acknowledge and greet all the guests and seat them to their designating table, escort them to said table, communicate any delays, offer drinks and keep them entertained while they wait to be seated, present the menus, create a suitable atmosphere for a luxurious and elegant dinner experience, take and manage the reservations, prepare the seating arrangements per day, week or month according to reservations made and to the patrons’ requests, walk periodically through the dining room to make sure all the guests are enjoying themselves and that everything is up to par as per the restaurant’s criteria, address complaints or specific and personal requests from patrons, escalate the major complaints to the manager of the restaurant or the hotel itself.

**Achievements**: Increased the number of patrons by 25 percent during my time here thanks to outstanding customer services on my part, offering complimentary beverages and desserts if something went amiss, and casually inviting them to return.

* **April 2006 – May 2010 – Hawthorn Suites by Wyndham Louisville East, Louisville, Kentucky**

**Responsibilities**: supervise the dining room activities, direct the staff so as to ensure courteous and fast customer service, arrange parties and special events, offer special services for dinner and then arrange them, greet the guests, escort them to their designated table, inspect the dining areas to make sure they were clean so as to comply with the standards

### C. Education and Academic Training

Graduated in 2005 from the Art Institute of Kentucky with a Bachelor’s Degree in Arts and Hospitality Management. I also possess a SafeServ Food Handlers’ Card.

### D. Job Related Skills

* Managing of the dining room
* Outstanding customer service abilities
* Managing reservations
* Leadership when it comes to staff
* Outstanding organizational abilities
* Workflow optimization

### E. General Skills

* Sociable
* Reliable
* People’s person
* Eager to please
* Love to cater to people
* Pleasant physical appearance
* Talkative
* Team player
* Tri-lingual – English, Italian, and Spanish. I also understand German and French