

JESSICA CLAIRE

100 Montgomery St. 10th Floor
(555) 432-1000 - resumesample@example.com

PROFESSIONAL SUMMARY

Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options.

SKILLS

- Phone Inquiries
- Guest Flow
- Guest Satisfaction
- Guest Accommodations
- Cleaning and Sanitation
- Greeting and Escorting Guests
- Billing and Payment Processing

WORK HISTORY

05/2017 to 02/2019 **Restaurant Hostess**

Bristol Farms – San Diego, CA

- Took reservations and to-go orders by phone, answered customer questions, and informed of accurate wait times.
- Managed seating chart and monitored activity in restaurant to keep constant and efficient dining flow.
- Supported servers, food runners, and bussers with keeping dining area ready for every guest.
- Answered customer questions about hours, seating, and menu information.
- Collected information from arriving customers to seat groups or place them on waitlist.
- Monitored front entrance for new guests while assisting servers by taking and delivering drink orders.
- Checked in with servers to confirm preparedness before seating customers.

10/2019 to 05/2023 **Customer Service Representative**

Lkq – Temecula, CA

- Handled customer inquiries and suggestions courteously and professionally.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Answered constant flow of customer calls with minimal wait times.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

EDUCATION

05/2022

Dental Certification : Dental Assisting
UEI College - Chula Vista, CA

06/2016

High School Diploma : Basic Studies
Mount Miguel High School - Spring Valley, CA