

Objective

VIP Hospitality Host highly effective at anticipating and accommodating customer needs. Friendly, punctual and enthusiastic team player. Focused host successful at multi-tasking and delivering prompt and friendly service to all customers. Maintains a positive attitude and a great sense of humor during peak hours. To succeed in a stimulating and challenging environment, building the success of the company while advancing the skills and career.

Skills

Thrives In Fast-paced Environment, Courteous, Professional Demeanor, Flexible Schedule, Guest Relations Professional, Quick Problem Solver, Committed Team Player

Work Experience

VIP Hospitality Host

ABC Corporation - January 2015 – January 2019

- Interacted with guests as they arrive and as they leave the restaurant to ensure a positive dining experience.
- Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.
- Displayed enthusiasm and knowledge about the restaurants menu and products.
- Routinely supported other areas of the restaurant as requested, including answering telephones and completing financial transactions for other staff.
- Demonstrated genuine hospitality while greeting and establishing rapport with guests.
- Developed and maintained positive working relationships with others to reach business goals.
- Carefully pulled out guest chairs, placed clean and current menus in front of guests and recorded accurate drink orders.

Hostess/VIP Hospitality Host

ABC Corporation - April 2014 – December 2014

- Provided warm, friendly and immediate greeting to the guests.
- Ensured that guests are quickly and efficiently directed to their court, table or VIP room.
- Took reservations, answered queries in a positive, knowledgeable way.
- Worked with other lead staff in managing guest requests and issues to ensure a positive experience that exceeds guest expectations.
- Verbalized daily features and special promotions to Guests as they are being seated.
- Assisted other Staff Members in keeping restrooms clean, organized and stocked.
- Interacted verbally with guests creating a friendly and upbeat atmosphere.

Education

High School Diploma - 2013 (Freedom High School - Woodbridge, VA) High School Diploma - 2010 (Swansboro High School) High School Diploma - 2011 (Plano East Senior High School)