

ROBERT SMITH

Lead Host

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SUMMARY

Accountable Lead Host who demonstrates a high level of ownership and initiative. Quick and effective at decision making, while maintaining excellent customer service throughout the day. Dedicated team member motivated to maintain customer satisfaction and contribute to company success. Seeking a position with your establishment, utilizing exceptional hospitality skills and outstanding customer care abilities to ensure recurring business and maximize revenue.

SKILLS

Multi-Tasking, Customer Service, Communication, Typing, Cash Handling

WORK EXPERIENCE

Lead Host

ABC Corporation - March 2012 – March 2019

- Greeted customers, managed general e-mail, voicemail, and foot traffic for the organization.
- Enthusiastically represented the company by professionally greeting visitors.
- Conducted personalized tours for new employees as part of the orientation program.
- Hosted weekly inter-departmental gatherings to foster communications across business units.
- Coordinated appointment schedules and resolved scheduling conflicts for 15 managers.
- Received numerous accolades and letters of appreciation from customers and visitors.
- Provided excellent customer service while maintaining a professional appearance and attitude.

Hostess

ABC Corporation - July 2010 – March 2011

- Greeted guests and determine the number in their party.
- Seated guests by finding a clean, available table, pulling out chairs, placing the clean/current menu in front of guest, etc.
- Guided guests through the dining rooms and provide any needed assistance.
- Moved and arranged tables, chairs, and settings and organized seating for groups with special needs.
- Ensured place settings are appropriate and each guest has a napkin, clean silverware, and any other item that is part of the standard place setting.
- Checked menus to ensure they are current, clean, plentiful, and wrinkle-free.
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.

SCHOLASTICS

- Certificate in Customer Service - 2009 (San Bernardino Adult Education Center - San Bernardino, CA)High School Diploma - (East Valley High School)