

Will Harrison

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Host with eight years of experience in popular bars and restaurants, Skilled at managing customer databases, arranging for large parties, and answering calls and emails. Combine strong organizational skills with a friendly service style. Calm, professional, and focused on finding solutions in high-pressure work environments. Bilingual: Fluent in English and Spanish.

Key Skills

- ◆ Cash Till Reconciliation
- ◆ CRM Databases
- ◆ Customer Relations & Satisfaction
- ◆ Task Prioritization
- ◆ Time Management
- ◆ Wait Time Estimates

Professional Experience

Host

The Galley Restaurant, Rochester, NY j March 2016 to January 2023
[Popular, award-winning seafood restaurant with 40 tables]

- Maintained warm and professional manner interacting with guests by phone and in person
- Sat 130+ diners per night in 3 separate seatings while upholding restaurant's high service standards
- Reconciled cash in tills at end of each shift

Highlight:

- Member of team that drove a 15% increase in customer satisfaction on monthly surveys, earning special recognition from corporate in 2019

Restaurant Host

The Hilton Hotel, Providence, RI / September 2014 to February 2016

- ◆ Charged with setting table arrangements and booking reservations
- Efficiently handled restaurant POS software
- Greeted and escorted all guests to their designated tables

Education

Bachelor of Arts (BA) Hospitality Business

Michigan State University, East Lansing, MI

Select Coursework:

- Hospitality Food Service Operations
- Service Management Principles

Professional Development

- ◆ Certified Guest Service Professional, American Hotel & Lodging Educational Institute

Language

- ◆ Fluency in Spanish