

Katherine Ryan

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Organized and friendly Hostess with 10+ years of experience. Natural problem-solver with a positive attitude toward handling guest questions and concerns. Experienced maintaining CRM databases and booking Large party reservations. Bachelor of Science in Hospitality Management.

Education

Bachelor of Science (BS)
Hospitality Management
Johnson & Wales University,
Providence, RI

Select Coursework:

- Food Service in Hospitality & Tourism
- Hospitality Sales & Meeting Management

Key Skills

- ◆ Customer Relations & Service
- ◆ Digital Customer Databases
- ◆ Reservations Management
- ◆ Task Prioritization
- ◆ Team Collaboration
- ◆ Time Management

Professional Development

- ◆ Certified Venue Executive (CVE)
- ◆ Certified Hospitality Sales Professional (CHSP)

Professional Experience

Hostess

The Michelin Restaurant, Newport, RI | April 2018 to March 2023

- Arranged all ^40 party reservations per night
- Answered incoming calls and emails in a warm and professional manner
- Filed incident reports as needed

Highlights;

- Implemented a new CRM database that raised customer satisfaction ratings by 20% in 3 years
- Efficiently managed wait List, helping reduce average wait times 10% and prevent overcrowding in server sections

Restaurant Hostess

The Hilton Hotel, Providence, RI | February 2013 to March 2018

- Maintained excellent customer service in a dynamic and fast-paced environment
- Organized table plans and booked reservations
- Reconciled cash tills at end of each shift