

Sophia E. Lopez

San Antonio, TX | sophia.lopez@email.com | (210) 555-3902

Professional Summary

Service-oriented hospitality professional with 4 years' experience in upscale restaurants. Expert at guest interaction, conflict resolution, and team coordination. Interested in exploring sales roles in the travel and leisure sector.

Core Competencies

- Guest Relations
 - Upselling Specials
 - Reservation Management
 - Customer Satisfaction
 - Problem Solving
 - Teamwork
 - High-Volume Environments
 - Cross-Department Coordination
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Professional Experience

Guest Service Supervisor

La Belle Cuisine | San Antonio, TX | Nov 2020 – Present

- Managed guest waitlist and special requests, ensuring positive experiences
- Promoted daily specials, increasing appetizer sales by 15%
- Coordinated reservations and resolved table disputes

Hostess

Fiesta Steakhouse | San Antonio, TX | Jun 2019 – Oct 2020

- Greeted and seated guests, handled large party logistics
 - Provided menu recommendations and upsold premium items
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Education

A.A. Hospitality Management, San Antonio College

Technical Skills

OpenTable | MS Office

Languages

English (native), Spanish (fluent)