

LINDA WALSH

HOSTESS

SUMMARY

Cordial and benevolent Hostess with over 7 years of experience in providing world-class customer service to guests in pubs, bars, clubs and restaurants. Seated guests 30% faster than average and scored 100% on menu knowledge and customer service tests.

SKILLS

- Attention to Detail
- High Energy
- Multitask
- Management Skills
- Customer Service
- Highly skilled in greeting guests, escorting them to tables, and providing them with the menu and daily specials
- Proven ability to adjust complaints of patrons and guests
- Communication: Able to communicate effectively in English and German
- MS Word and MS Excel
- Effective team-player with a particular focus on achieving employer goals
- Handle money for in restaurant customers and for to-go orders
- Clean tables, wash dishes, seat guests, wait on tables, and other miscellaneous kitchen duties

CONTACT INFORMATION

Phone: 123 456 7890
Mobile: +123 456 7890
Address: 123 Anywhere St., Any City,
State, Country 12345
Email: linda.walsh@resumesbot.com
www.resumesbot.com

EXPERIENCE

HOSTESS

Legal Sea Foods | June 2014-present

- Welcomed guests to the venue
- Escorted customers to assigned dining or bar areas
- Answered incoming calls and address customers' queries
- Maintained cash drawer/bank accountability per company policies

HOSTESS

Pei Wei Asian Kitchen | Aug 2011-May 2014

- Welcomed and greeted guests; ensured a seamless flow through the restaurant and arranged dining tables
- Coordinated and communicated with the Chef and managers openly regarding service
- Printed all menus as well as updating and printed shift summary notes
- Helped dining room staff by setting and clearing tables; replenishing water; serving beverages
- Protected establishment and patrons by adhering to sanitation, safety and alcohol control policies

EDUCATION

WALDRIN UNIVERSITY

Bachelor's Degree in Journalism, June 2014

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