

## **SARA BROWN**

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### **HOSTESS**

#### **KEY QUALIFICATIONS**

- 4+ years' extensive experience working with renowned restaurants
- Pleasant personality, courteous demeanor and neat appearance
- Bilingual: English and Portuguese
- Computer: MS Office and Excel

#### **RELEVANT EXPERTISE**

- Communicating with kitchen staff and coworkers
- Keeping work area clean and organized
- Maintaining waiting list of guests
- Greeting and interacting with guests in a professional manner
- Answering telephone and taking reservations

#### **MAJOR ACCOMPLISHMENTS**

- Reorganized serving methods which improved delivery time and guest's satisfaction by 30%
- Improved the interior design of seating area which increased customer retention ratio by 20%

#### **WORK EXPERIENCE**

May 2012 – Present

DESTINATION HOTEL & RESORTS – Olympic Valley, CA

##### **Hostess**

- Warmly greet guests and bid a tender departure and invite to visit again
- Find out the seating place of guests as per requirement
- Present menu and hot deals of the day
- Run waitlist, gauge kitchen, servers and general dining room performance
- Ensure that requirements for all guests are met; including small children, disabled or food allergic guests
- Examine and maintain the entrance area, doors, windows in addition to menu covers and inserts
- Create new settings as per requirements and clear additional settings if not needed

Sep 2011 – May 2012

MARRIOTT VACATION CLUB – Olympic Valley, CA

##### **Restaurant Hostess**

- Greeted and seated guests at the same time as monitoring the flow of guests in keeping with seating chart and servers
- Gave quick and exact information and directions to guests
- Answered all questions regarding the menu and services
- Ensured coverage of the hostess stand at all times
- Answered phones, took messages and made reservations

Mar 2011 – Sep 2011

STARWOOD HOTEL & RESORT, Inc – Houston, TX

##### **Restaurant Greeter**

- Greeted all patrons by means of a rockin' salutation
- Escorted guests to tables and assisted in seating
- Handed off the guest to the member of staff serving at table

- Anticipated the guest's requirements and personalized service by using the Guest's name
- Answered questions regarding menu items and dining experience
- Monitored reservations of VIPs and Special Guests
- Assisted in maintaining the cleanliness of the restaurant

### **EDUCATION**

HOUSTON CITY COLLEGE • Houston, TX – 2010

Associate's Degree in Hospitality

### **ADDITIONAL CAPABILITIES**

- Excellent communication skills; able to give accurate information to guests
- Well-versed in calling guests by name and offering them seats in a timely manner
- Outstanding phone etiquette
- Able to stand and walk for extended periods of time