

Amina Patel

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SUMMARY

Enthusiastic and customer-focused individual with a passion for providing exceptional dining experiences. Strong organizational skills and ability to work efficiently under pressure, seeking an entry-level Host/Hostess position to contribute to a vibrant restaurant team.

EXPERIENCE

Hostess

June 2022 - Present

The Rustic Table, Los Angeles, CA

- Managed guest seating and waitlists, reducing average wait times by 20%
- Facilitated communication between front of house and kitchen staff, improving service efficiency by 15%
- Utilized OpenTable software to streamline reservation management and optimize table turnover

Server Assistant

Jan 2021 - May 2022

Sunny Side Café, Los Angeles, CA

- Assisted servers with food delivery and customer requests, which resulted in a 10% increase in customer satisfaction scores
- Set up and maintained cleanliness of dining areas, contributing to a 30% reduction in customer complaints regarding cleanliness
- Supported event setups and tear-downs, effectively managing multiple tasks during peak service times

Cashier

May 2019 - Dec 2020

Green Leaf Smoothies, Los Angeles, CA

- Processed transactions efficiently, maintaining an accuracy rate of 99.5%
- Promoted daily specials, which increased sales by 25% during promotional periods
- Trained new employees on customer service protocols and register operations, enhancing team productivity

EDUCATION

Bachelor of Science in Hospitality Management

May 2023

California State University, Los Angeles, Los Angeles, CA • GPA: 3.8

SKILLS

Technical Skills: Customer Service, Reservation Management, Conflict Resolution, Food Safety Standards

Tools & Frameworks: OpenTable, POS Systems, Microsoft Office Suite