

Aisha Patel

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SUMMARY

Dedicated and enthusiastic Host/Hostess with over 5 years of experience in high-volume restaurants. Proven ability to manage reservations, enhance customer experiences, and optimize seating efficiency, leading to increased guest satisfaction and retention.

EXPERIENCE

Lead Hostess

Jan 2020 - Present

The Urban Bistro, Seattle, WA

- Increased table turnover rate by 20% through effective multi-tasking and reservation management.
- Implemented a new digital waitlist system that reduced guest wait times by 30 minutes during peak hours.
- Trained and onboarded 5 new staff members, improving team efficiency and collaboration.

Hostess

Jun 2018 - Dec 2019

Coastal Grill, Seattle, WA

- Achieved a 95% customer satisfaction rating by ensuring a welcoming environment and attentive service.
- Managed reservations and walk-in guests for a busy restaurant, optimizing seating arrangements to maximize capacity.
- Collaborated with kitchen and service staff to ensure seamless dining experiences.

Host

May 2017 - May 2018

Downtown Diner, Seattle, WA

- Developed a strong knowledge of menu items and specials, enhancing customer engagement and satisfaction.
- Assisted in managing special events and large group bookings, contributing to a 15% increase in event sales.
- Maintained cleanliness and organization of the host stand and dining area.

EDUCATION

Bachelor of Science in Hospitality Management

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Reservation Management Systems, Customer Service Excellence, Conflict Resolution, Multi-tasking

Tools & Frameworks: OpenTable, Yelp Reservations, Google Calendar