

Aisha Johnson

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SUMMARY

Dedicated and detail-oriented Mid Level Host Hostess with over 5 years of experience in high-volume dining environments. Proven ability to enhance customer experience and optimize table turnover through effective communication and organizational skills.

EXPERIENCE

Lead Hostess

Jan 2021 - Present

Oceanview Bistro, Seattle, WA

- Increased table turnover rate by 20% through efficient seating arrangements and customer flow management.
- Trained and mentored a team of 5 new hosts, improving onboarding time by 30%.
- Implemented a digital reservation system that reduced wait times by 15% during peak hours.

Hostess

Jun 2018 - Dec 2020

Downtown Grill, Seattle, WA

- Managed guest seating and reservations, maintaining 95% customer satisfaction ratings.
- Developed a waitlist system that improved guest communication and reduced walkaways by 25%.
- Assisted in coordinating special events, contributing to a 10% increase in revenue during event nights.

Hostess

Jan 2016 - May 2018

Sunny Side Café, Seattle, WA

- Provided exceptional service in a fast-paced environment, resulting in a 15% increase in repeat customers.
- Collaborated with management to streamline service operations, decreasing average wait times by 20%.
- Maintained cleanliness and organization of the host station, contributing to the overall dining experience.

EDUCATION

Bachelor of Science in Hospitality Management

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Table Management Software, Reservation Systems, Customer Relationship Management (CRM)

Tools & Frameworks: OpenTable, Yelp for Business, Google Sheets