

Amina Malik

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SUMMARY

Dedicated and experienced Senior Host Hostess with over 8 years in the hospitality industry. Proven track record of enhancing guest experiences and streamlining operations, leading to a 30% increase in customer satisfaction ratings. Exceptional interpersonal skills and a commitment to delivering high-quality service.

EXPERIENCE

Senior Host Hostess

Jan 2022 - Present

The Urban Grill, Chicago, IL

- Increased seating efficiency by 25% through effective table management and reservation systems.
- Implemented a new guest feedback system that improved customer satisfaction scores by 15% within six months.
- Trained and mentored a team of 10 junior hosts, enhancing team performance and reducing staff turnover by 20%.

Lead Hostess

Mar 2018 - Dec 2021

Blue Sky Café, Chicago, IL

- Developed and executed a streamlined reservation process that reduced wait times by 40% during peak hours.
- Collaborated with kitchen staff to optimize menu flow, resulting in a 10% increase in table turnover rate.
- Spearheaded a seasonal promotional event that boosted weekend sales by \$50,000 over three months.

Hostess

Jan 2015 - Feb 2018

Riverside Dining, Chicago, IL

- Managed guest seating and reservations for a high-volume restaurant, serving over 300 guests daily.
- Assisted in implementing a digital waitlist system that improved guest communication and reduced wait times by 20%.
- Consistently received positive feedback in customer reviews for exceptional service and hospitality.

EDUCATION

Bachelor of Science in Hospitality Management

May 2018

University of Illinois, Urbana-Champaign, IL • GPA: 3.7

SKILLS

Technical Skills: Guest Management Systems, Reservation Software, Point of Sale Systems, Customer Feedback Tools

Tools & Frameworks: OpenTable, Yelp Reservations, Microsoft Office Suite