

Katherine Ryan
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Profile

Organized and friendly hostess with 12 years of industry experience and a Bachelor of Science in hospitality management. Positive attitude towards handling customer inquiries and problems. Great aptitude for problem-solving. Impeccable organizational and management skills. Experience maintaining CRM databases and booking large party reservations.

Professional Experience

Hospitality Host, The Michelin Restaurant, Newport, RI

April 2012 - December 2020

- Implemented a new CRM database that improved customer satisfaction ratings by 20% over three years
- Arranged all party reservations, approximately 40 per night
- Answered incoming calls and emails in a warm and professional manner
- Filed incident reports

Hotel Host, The Hilton Hotel, Providence, RI

2010 February - March 2012

- Maintained excellent customer service in a high-pressure, fast-paced environment
- Organized table plans and booking reservations
- Reconciled tills

Education

Bachelor of Science in Hospitality Management

Johnson & Wales University, Providence, RI, September 2006 - June 2009

Took part in a study abroad scheme, which involved working as a restaurant host in Spain.

Coursework Completed:

- Food Service in Hospitality and Tourism
- Managing the Hotel Guest Experience
- Hospitality Sales and Meeting Management

Key Skills

- Excellent observation skills
- Friendly and personable customer service manner
- Experience in reservation management
- Keen time management and organizational skills
- Experience using digital customer databases

Certifications

- Certified CVE Venue Executive
- CHSP Certified in Hospitality Sales