

Melanie Wilson
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Profile

Professional restaurant hostess with almost two years of experience working in privately-owned dining establishments. Strong skills in customer service, teamwork, organizing reservations, and planning seating charts. Demonstrates success in coordinating with the dining staff to offer exemplary customer service to guests.

Key Skills

- Outgoing and professional demeanor with excellent customer service skills
- Ability to stay calm under pressure and excel in fast-paced environments
- Superb conflict resolution skills
- Adept at prioritizing
- Excellent communication skills
- Strong leadership qualities
- In-depth knowledge of the restaurant industry

Education

High School Diploma

NORTHWEST HIGH SCHOOL Springfield, MO, September 2015 - May 2019

Professional Experience

Restaurant Hostess, Fresca's Fine Italian Dining, Springfield, MO

January 2020 - Present

- Greet guests, answer phones, seat customers at tables, and present menus in a professional and courteous manner
- Prepare seating arrangements and organize reservations to ensure guest satisfaction
- Always maintain a professional appearance and address customer inquiries with good listening skills and problem-solving abilities
- Inspect dining room for proper supply levels and cleanliness
- Follow-up with diners to ensure their satisfaction with their dining experience and address additional requests
- Manage a two-seating per night reservations system, with 100 diners per seating

Restaurant Hostess, Jimmy's Pizza, Springfield, MO

June 2019 - January 2020

- Greeted customers and escorted them to their table as soon as seating was available
- Maintained professionalism and friendliness in a busy environment
- Completed various dining room tasks while providing excellent customer service
- Answered the phone and directed calls when required