

**Betty Harrison**  
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## Profile

Warm and organized hostess with eight years of experience working in highly regarded restaurants and bars. Achieved a bachelor's degree in Hospitality Business from Michigan State University. Experience managing customer relationship databases, arranging large parties for groups of over 10, and answering all incoming phone calls and emails. Impressive organizational skills and a friendly customer service manner.

## Professional Experience

### **Restaurant Host, The Seafood Restaurant, Rochester, NY**

*March 2016 - January 2021*

- Increased customer satisfaction by 15% in one year
- Maintained warm and professional manner while dealing with guests in person and over the phone
- Reconciled cash in tills
- Sat over 130 diners a night in three separate seatings

### **Hotel Host, The Hilton Hotel, Providence, RI**

*September 2014 - February 2016*

- Responsible for creating table arrangements and booking reservations
- Handled restaurant point of sale software
- Greeted all guests and escorted them to their designated tables

## Education

### **Bachelor of Arts degree in Hospitality Business**

*MICHIGAN STATE UNIVERSITY East Lansing, MI, September 2010 - June 2013*

Took part in a study abroad scheme, including a work placement in Canada, to broaden hospitality experience.

Coursework Completed:

- Service management principles
- Hospitality food service operations
- Hospitality business ownership

## Skills

- Aptitude for customer service and making clients feel relaxed
- Impressive time management skills and attention to detail
- Experience in CRM databases and hosting large groups
- Experience in cash till reconciliation
- Impeccable ability for multitasking in a busy environment
- Proven ability to stay calm under pressure and always remain professional

## Certifications

- American Hotel & Lodging Educational Institute's Certified Guest Service Professional