

# MELANIE WILSON

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## EDUCATION

### High School Diploma

Northwest High School,  
Springfield, MO  
September 2015 - May 2019

## 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

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.

## 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