

KATHERINE RYAN

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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.

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

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
February 2010 - March 2012

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