

# Melanie Wilson

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## PROFILE

Efficient Hostess with two years of experience in privately owned restaurants. Skilled at providing courteous service, collaborating on a team, and making and updating reservations for guests. Thrive in dynamic and fast-paced work environments.

## PROFESSIONAL EXPERIENCE

### Restaurant Hostess

Fresca's Fine Dining, Springfield, MO | January 2022 to Present

[Long-running upscale Italian restaurant]

- Courteously answer phone calls, welcome and seat guests, and present menus
- Prepare seat arrangements and organize reservations to ensure guest satisfaction
- Monitor dining room for proper cleanliness and supply levels
- Follow up with diners to ensure their satisfaction and address any additional requests
- Manage a 2-seating per night reservations system, with 100 diners per seating

### Restaurant Hostess

Jimmy's Pizza, Springfield, MO | June 2021 to January 2022

[High-volume pizza restaurant with 30 tables]

- Greeted and escorted customers to their table when seating was available
- Completed various dining room tasks while providing excellent customer service
- Answered and directed phone calls

## EDUCATION

### Graduate

Northwest High School,  
Springfield, MO | 2021

## KEY SKILLS

- Conflict & Complaint Resolution
- Customer Relations & Service
- Rapid Problem-Solving
- Reservation Management
- Restaurant Operations Support
- Task Prioritization
- Team Collaboration