

# Katherine Ryan

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Organized and friendly Hostess with 10+ years of experience. Natural problem-solver with a positive attitude toward handling guest questions and concerns. Experienced maintaining CRM databases and booking large party reservations. Bachelor of Science in Hospitality Management.

## Education

Bachelor of Science (BS)  
Hospitality Management  
Johnson & Wales University,  
Providence, RI

Select Coursework:

- Food Service in Hospitality & Tourism
- Hospitality Sales & Meeting Management

## Key Skills

- Customer Relations & Service
- Digital Customer Databases
- Reservations Management
- Task Prioritization
- Team Collaboration
- Time Management

## Professional Development

- Certified Venue Executive (CVE)
- Certified Hospitality Sales Professional (CHSP)

## Professional Experience

### Hostess

The Michelin Restaurant, Newport, RI | April 2018 to March 2023

- Arranged all ~40 party reservations per night
- Answered incoming calls and emails in a warm and professional manner
- Filed incident reports as needed

### Highlights:

- Implemented a new CRM database that raised customer satisfaction ratings by 20% in 3 years
- Efficiently managed wait list, helping reduce average wait times 10% and prevent overcrowding in server sections

### Restaurant Hostess

The Hilton Hotel, Providence, RI | February 2013 to March 2018

- Maintained excellent customer service in a dynamic and fast-paced environment
- Organized table plans and booked reservations
- Reconciled cash tills at end of each shift