**SARA BROWN**

365 Example Ave ● Olympic Valley, CA 65287 ● (090) 251-2511 ●sara @ email . com

**HOSTESS**

**KEY QUALIFICATIONS**
• 4+ years’ extensive experience working with renowned restaurants
• Pleasant personality, courteous demeanor and neat appearance
• Bilingual: English and Portuguese
• Computer: MS Office and Excel

**RELEVANT EXPERTISE**
• Communicating with kitchen staff and coworkers
• Keeping work area clean and organized
• Maintaining waiting list of guests
• Greeting and interacting with guests in a professional manner
• Answering telephone and taking reservations

**MAJOR ACCOMPLISHMENTS**
• Reorganized serving methods which improved delivery time and guest’s satisfaction by 30%
• Improved the interior design of seating area which increased customer retention ratio by 20%

**WORK EXPERIENCE**
May 2012 – Present
DESTINATION HOTEL & RESORTS – Olympic Valley, CA
**Hostess**
• Warmly greet guests and bid a tender departure and invite to visit again
• Find out the seating place of guests as per requirement
• Present menu and hot deals of the day
• Run waitlist, gauge kitchen, servers and general dining room performance
• Ensure that requirements for all guests are met; including small children, disabled or food allergic guests
• Examine and maintain the entrance area, doors, windows in addition to menu covers and inserts
• Create new settings as per requirements and clear additional settings if not needed

Sep 2011 – May 2012
MARRIOTT VACATION CLUB – Olympic Valley, CA
**Restaurant Hostess**
• Greeted and seated guests at the same time as monitoring the flow of guests in keeping with seating chart and servers
• Gave quick and exact information and directions to guests
• Answered all questions regarding the menu and services
• Ensured coverage of the hostess stand at all times
• Answered phones, took messages and made reservations

Mar 2011 – Sep 2011
STARWOOD HOTEL & RESORT, Inc – Houston, TX
**Restaurant Greeter**
• Greeted all patrons by means of a rockin’ salutation
• Escorted guests to tables and assisted in seating
• Handed off the guest to the member of staff serving at table
• Anticipated the guest’s requirements and personalized service by using the Guest’s name
• Answered questions regarding menu items and dining experience
• Monitored reservations of VIPs and Special Guests
• Assisted in maintaining the cleanliness of the restaurant

**EDUCATION**
HOUSTON CITY COLLEGE • Houston, TX – 2010
Associate’s Degree in Hospitality

**ADDITIONAL CAPABILITIES**
• Excellent communication skills; able to give accurate information to guests
• Well-versed in calling guests by name and offering them seats in a timely manner
• Outstanding phone etiquette
• Able to stand and walk for extended periods of time