**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