

# CURRICULUM VITAE

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## PROFILE

Energetic Hostess with over 3 years of experience in providing world-class customer service to guests in upscale and privately owned restaurants. Highly skilled in planning service workflows, coordinating dining room staff, and managing patron reservations. Demonstrated success in working with restaurant staff to create unique dining experiences and upholding high quality standards. Seeking to apply background and ongoing training in hospitality management to take next career step with a team that values a guest experience-driven approach to service.

## PERSONAL DETAILS

Date of Birth	:	15/03/1984
Civil Status	:	Single
Gender	:	Female
Visa Status	:	Own visa
Nationality	:	Nigeria
Language	:	English

## HIGHLIGHTS

- Friendly personality and approachable
- Good communication and time management skills.
- Excellent time management and organization
- Ability to work under pressure.
- Willing and able to work in flexible work schedules.
- Superior attendance. Always on time and dependable

## EDUCATIONAL BACKGROUND

- First Leaving School Certificate , waec
- National Diploma in Photography

## WORK HISTORY

- Worked as a Hostess in Eddie Limited. Nigeria. 3 Years.
- WAITRESS as ANOINTED Africa restaurant for 2 years

## Duties & Responsibilities

- ✓ Greet and acknowledge guests and seat patrons by escorting them to assigned table or communicate delays and offer additional services such as beverages to keep them occupied while waiting.
- ✓ Present menus, create personal dining experience, answer questions, and offer information on menu items, beverages, and specials.
- ✓ Accept and organize reservations, and prioritize reservations to accommodate customers.
- ✓ Greeted guests and escorted them to table or waiting area.
- ✓ Walk through dining room during service to ensure guest satisfaction and advise servers and bussing staff of specific service needs.
- ✓ Addressed guest requests or complaints and escalated major complaints to manager