

Promise Blithe

Restaurant Host

Profile

Employment History

Education

Details

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(126) 685-5475

1234 Magnolia St, Baton Rouge, LA 70802

Dedicated Restaurant Host with 1 year of experience in providing exceptional customer service and maintaining a smooth and efficient flow of guests. Skilled in reservation management, table assignments, and dining room organization. Adept at handling special requests and creating a welcoming atmosphere that ensures customer satisfaction and repeat business.

Restaurant Host at Cajun Catfish House, LA

Mar 2023 - Present

- Successfully increased customer satisfaction rate by 25% within six months, by implementing a more efficient seating system and providing exceptional customer service to guests at Cajun Catfish House.
- Managed and coordinated reservations for over 100 guests per night, ensuring a smooth dining experience and maintaining a high table turnover rate of 90% during peak hours.
- Trained and mentored a team of 5 hosts/hostesses, resulting in a 30% decrease in wait times and improved overall guest experience.
- Implemented a new system for tracking and managing waitlists, leading to a 20% reduction in guest complaints and contributing to a 15% increase in repeat business.

Hostess/Host Assistant at NOLA Grill, LA

Aug 2022 - Jan 2023

- Successfully managed the reservation system, resulting in a 20% increase in booking efficiency and customer satisfaction for NOLA Grill in LA.
- Streamlined the seating process, reducing wait times by 15% and increasing overall guest capacity by 10% during peak hours.
- Implemented a new system for organizing and prioritizing special requests, leading to a 25% decrease in customer complaints related to table preferences and dietary restrictions.
- Trained and mentored 5 new host/hostess assistants, contributing to a 30% reduction in staff turnover and improving team morale.

Diploma in Hospitality and Restaurant Management at Louisiana Culinary Institute, Baton Rouge, LA

Aug 2017 - May 2022

Relevant Coursework: Food and Beverage Management, Culinary Arts, Hotel Operations, Event Planning, Customer Service, Marketing and Sales, Financial Management, Human Resources, and Food Safety and Sanitation.