John Rogers

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**Summary**

Skilled Hostess with five years experience in fine and casual dining. Proficient in making customers comfortable and satisfied while ensuring optimal guest flow in dining room. Maintains neat, clean, and professional demeanor with staff and clientèle.

**Highlights**

Customer service-oriented  
Excellent ability to prioritize  
Professional and personable  
Organized and detail-oriented  
Open Table experience

Training  
Conflict resolution  
Strong relationship builder  
Ability to handle fast-paced environment  
Math calculations aptitude

**Experience**

May 2009 to Current  
Maurizio’s Fine Italian Cuisine New Cityland, CA  
Hostess and Trainer

Manage in-person and telephone guest inquiries, customer service requests, and reservation bookings.  
Develop rapport with clients and generate repeat business through friendly attitude and extensive cuisine knowledge.  
Spot VIP clients immediately and provide special treatment including preferred tables.  
Inquire about drink orders and provide information to wait staff.  
Take guests to their designated table, give information about specials, handle special requests, and provide waiter information.  
Train new hosts and hostesses on service policies.

**June 2008 to June 2009**

O’Malley’s Restaurant and Pub New Cityland, CA  
Hostess

Monitored dinning room and guest flow to maximize table usage and minimize customer wait times.  
Prepared tables for customer use, including rearranging seatings and tables to accommodate large groups.  
Answered phone calls, book reservations, and resolve customer service issues.  
Assisted waiters and bartenders with special requests and guest inquiries.  
Alerted management of potential or reported customer issues.

**Education**

2016 Falcon University Online,  
Bachelor of Arts Interdisciplinary Studies (K-8)

3.87 GPA