

Anthony Gentile

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Profile

- Hospitable host with experience in independent chef-owned restaurants in the dynamic Miami dining scene. Track record for efficient and courteous customer service, operating reservation management systems, and thriving in a fast-paced work environment. Collaborates with team members across the restaurant environment to deliver five-star service.

Education

- Graduate | MIAMI NORTHWESTERN SENIOR HIGH | May 2021

Certifications

- ServeSafe Food Handler Certification (SFHC), National Restaurant Association, 2023

Key Skills

- Conflict and complaint resolution
- Guest service
- Reservation management
- Restaurant operations support
- POS and CRM systems

Professional Experience

HOST | JJ'S BAR AND GRILLE, MIAMI, FL | JUNE 2023 - PRESENT

- Courteously answer phones, welcome and seat guests, and present menus
- Prepare seating arrangements and organize reservations to earn a guest satisfaction rating of 4.8 stars
- Provide restaurant operations support
- Expeditiously seat guests, reducing wait time by 15%

HOST | LONGHORN STEAKHOUSE, MIAMI, FL | MAY 2021 - MAY 2022

- Greeted and escorted guests to their tables, expediting seating to reduce wait times by 25%
- Managed online, phone-in, and in-person reservations to effectively book tables and maintain an average 80% filled capacity rate
- Reconciled cash tills of up to \$5,000, noting potential errors to avoid accounting mistakes
- Completed various dining room tasks such as setting and bussing tables to assist waitstaff for an average of 25 tables per shift