

Skyler Thompson

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Profile

- Detail-oriented hospitality management professional with more than five years of experience delivering five-star customer service, managing reservations, coordinating table rotations, and executing dining strategies for top brands such as Olive Garden. Known for boosting sales and elevating dining ratings by 30%.

Education

- Associate of Occupational Studies, Culinary Arts | CORNELL UNIVERSITY, Ithaca, NY | August 2017 - May 2019

Certifications

- New York Food Handlers License, Learn 2 Serve, 2020
- ServSafe Food Handler Certification (SFHC), National Restaurant Association, 2019

Key Skills

- CRM databases
- Cross-departmental collaboration
- Customer service and engagement
- Effective communication
- Multitasking and organizational skills
- Service efficiency

Professional Experience

LEAD HOST | OLIVE GARDEN, SYRACUSE, NY | DECEMBER 2020 - PRESENT

- Manages scheduling for host and hostess staff and server crew of 40, ensuring optimum coverage during peak dining hours
- Seats an average of 170 diners per dinner service, increasing table turnover to result in a 17% sales increase
- Trains an average of 15 co-host/hostess staff to deliver on-brand service
- Created a seating system to reduce customer wait times by 30% during busy lunch and dinner service hours

HOST | MCDONALD'S, ITHACA, NY | JUNE 2018 - NOVEMBER 2020

- Provided warm, efficient customer service, increasing the store's customer rating from 3 stars to 4.5 stars on Yelp
- Ushered guests to online kiosks, assisting with self-serve ordering to expedite service and reduce front-counter cashier lines by 35%
- Assisted with dining room cleanup and restocking during busy hours to free up line cooks and customer service specialists to focus on efficient ordering and meal delivery