

Jasmine Brown

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Profile

- Attentive, organized hostess experienced in maintaining CRM databases, booking large party reservations, and training other hosts and hostesses. Experienced as a head hostess in five-star hotel restaurants, delivering exceptional guest service to clientele with high standards.

Education

- Bachelor of Science (B.S.), Hospitality Management | UNIVERSITY OF SYRACUSE, Syracuse, NY | August 2008 - May 2012

Certifications

- Certified Venue Executive (CVE), International Association of Venue Managers, May 2018
- Certified Hospitality Sales Professional (CHSP), American Hotel & Lodging Institute, 2015

Key Skills

- CRM databases
- Facilitating guest turnover
- POS systems
- Reservations management
- Restaurant operations support

Professional Experience

HEAD HOSTESS | THE GARDEN RESTAURANT AT THE FOUR SEASONS HOTEL, NEW YORK, NY | APRIL 2018 - PRESENT

- Oversees host and hostess team, training new members to meet Four Seasons standards, resulting in 5-star guest ratings
- Expeditiously manages reservations and large party bookings in a hospitable manner, driving repeat guest business
- Adept at Four Seasons' POS and CRM platforms
- Provides restaurant operations support to waitstaff and runners, collaborating as a team lead recognized as VIP Four Seasons Staff Member three years in a row

HOSTESS | THE CAPITAL GRILLE, NEW YORK, NY | JUNE 2014 - APRIL 2018

- Maintained excellent guest service in a fast-paced environment, driving customer satisfaction ratings from 4.7 to 4.9 stars
- Organized table plans and booked reservations
- Reconciled cash tills
- Provided restaurant operations support to reduce seating wait times by 20%

HOSTESS | REDEYE GRILL, NEW YORK, NY | MAY 2012 - JUNE 2014

- Efficiently booked reservations and managed online reservation requests
- Greeted and escorted guests to tables
- Completed dining room tasks such as taking initial beverage orders and providing table settings