






# JB

## CONTACT

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 1414 NE 42nd St, 123 Bedford Ave., New York, NY 12345

 LinkedIn | Portfolio

## EDUCATION

- Bachelor of Science (B.S.), Hospitality Management  
University of Syracuse  
Syracuse, NY | August 2008 – May 2012

## KEY SKILLS

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

# Jasmine Brown

## Senior-Level Host and Hostess

### ABOUT ME

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.

### PROFESSIONAL EXPERIENCE

**Head Hostess | The Garden Restaurant at The Four Seasons Hotel, New York, NY**  
April 2018

- Oversees host and hostess team, training new members to meet Four Seasons standards, resulting in 5-star guest ratings
- Expediently 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
- Monitored dining room for cleanliness and ensured necessary supplies were readily available

### CERTIFICATIONS

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