



Barbara Wilson

HOST AND HOSTESS

Host with four years in high-volume casual and fine-dining settings. Known for calm reservation management during peak weekends and a friendly first impression that keeps regulars coming back. Comfortable with OpenTable, Resy, and SevenRooms.

CONTACT INFORMATION



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Charlotte, NC 12345

KEY SKILLS

- OpenTable
- Resy
- SevenRooms
- Yelp Waitlist
- Floor plan management
- Reservation coordination
- Wait time quoting
- Guest recovery
- Phone etiquette
- Conversational Spanish

PROFESSIONAL EXPERIENCE

Lead Host | Marlow & Vine Steakhouse, Charlotte, NC | 2022 – Present

- Manage seating flow across 28 tables and a 14-seat bar on Friday and Saturday nights, averaging 312 covers per shift with under 9-minute quoted waits
- Train and schedule a team of 5 hosts, cutting new-hire ramp time from three weeks to roughly ten days
- Coordinate large parties and private dining bookings through SevenRooms, including pre-arrival notes for allergies and special occasions
- Build the floor plan each shift with managers and servers, balancing stations so no one server gets buried
- Handle guest complaints at the door before they reach a manager, usually with a complimentary appetizer or a quick re-time

Host | Birch Street Cafe, Asheville, NC | 2020 – 2022

- Greeted 150 to 200 guests per shift in a 90-seat brunch spot with regular two-hour weekend waits
- Quoted wait times within five minutes of actual seating, tracked through the Yelp Waitlist app
- Answered phones, took to-go orders, and handled curbside pickup during the 2020-2021 transition
- Restocked menus, polished silverware, and prepped rollups during slow periods so servers stayed on the floor

EDUCATION

A.A. Hospitality Management, Central Piedmont Community College, 2021

ServSafe Food Handler Certification, 2022