



Margaret Martin

Host And Hostess

Senior host and front-of-house lead with nine years across fine dining, hotel restaurants, and a James Beard semifinalist concept. Steady under pressure on 400-cover nights, careful with VIP and repeat-guest notes, and trusted to open and close the host stand without a manager on the floor.

CONTACT INFORMATION

-  (401) 555-0193
-  tomas.okafor@example.com
-  Providence, RI 12345

KEY SKILLS

- Resy and OpenTable reservation systems
- SevenRooms guest profile management
- VIP and regular guest recognition
- Table-turn logic and floor pacing
- Pre-shift host briefings and team coordination
- Waitlist management for high-volume service
- Reservation confirmation and no-show reduction
- Phone and email guest correspondence
- Large party and private dining coordination
- Expediting and kitchen-to-floor communication
- Host stand opening and closing procedures
- Training and mentoring junior hosts

PROFESSIONAL EXPERIENCE

Head Host | Atlas & Oak, Providence, RI
2022 - Present

- Run the host stand for a 140-seat tasting menu restaurant booked three weeks out on Resy, averaging 96% seat utilization
- Maintain guest profiles for 480 active regulars, including anniversaries, wine preferences, and prior service issues
- Lead pre-shift host briefings covering VIPs, allergies, and large parties for a team of 4 hosts and 12 servers
- Liaison between kitchen and floor during 6-course tasting service, pacing courses so the kitchen never gets buried
- Cut no-show rate from around 11% to under 4% by tightening confirmation calls and a same-day text policy

Senior Host | Harborline Hotel & Restaurant, Newport, RI
2019 - 2022

- Managed reservations for hotel guests and outside diners across breakfast, lunch, and dinner services
- Worked closely with the concierge desk to seat sold-out brunches for hotel guests holding stay packages
- Trained 14 hosts over three years on OpenTable, table-turn logic, and the restaurant's VIP protocol
- Handled banquet and rehearsal dinner inquiries up to 80 guests, passing qualified leads to the events team
- Filled in as expeditor on short-staffed Sundays, calling tickets for the kitchen at a 6-12 ticket pace

Host | Saltwater Brasserie, Boston, MA
2017 - 2019

- Greeted around 280 guests per dinner shift at a 110-seat French brasserie in the Seaport
- Handled OpenTable bookings, walk-ins, and a regular line of bar diners on Thursday through Saturday
- Coached two new hosts on phone etiquette and how to read the dining room before quoting waits
- Closed the host stand four nights a week, including reconciling the reservation book and prepping the next day's printout

Host | Riverbend Tavern, Worcester, MA
2015 - 2017

- Started as a busser, promoted to host within seven months
- Seated roughly 180 guests per shift at a casual American tavern with no reservation system
- Managed walk-in waits using a coaster pager system and a paper sheet, with target waits under 25 minutes

- Helped roll silverware, fold napkins, and restock the host stand each shift

EDUCATION

Associate of Applied Science in Hospitality Management, Johnson & Wales University, Providence, RI, 2015

ServSafe Food Handler Certification, 2022

TIPS Alcohol Certification, 2023