

## HEAD HOSTESS

### Summary

To whom it may concern, my name is Grace Celsi and I would like to share a few of my work-centered skills all while maintaining prestigious grades. Some of my attributes I could bring to your company are as follows: Cheerful head hostess with 4 years helping customers while supporting teammates and managers. Friendly and conversational when welcoming guests whilst accommodating everyone's needs in the workplace. I would consider myself an expert at prioritizing guest needs and stepping in to help all departments during busy hours. Being a responsible and friendly team member makes customers feel welcome, listen to needs and promote merchandise with practiced care and attention to individual needs. Proficient in merchandising, payment processing and general housekeeping of store areas. Focused, hardworking and punctual with excellent interpersonal and organizational skills. Being a motivated nanny brings unique understanding of childhood needs and care to in-home environment. Handles diverse child and household priorities by applying strong organizational and multitasking abilities. Highly responsible and diligent with strong communication skills. With a background in taking a role as a sociable waitress, I'm skilled at operating in fast-paced environments with demanding objectives for sales, service and quality. Enthusiastic team player successful at multitasking and delivering friendly, prompt service to all customers. Well-versed in maintaining clean and orderly tables, making personalized menu recommendations and managing closing duties such as reconciling cash drawers and restocking items to prepare for following shift.

### Skills

- Service prioritization
- Guest service
- Table Bussing
- Effective customer upselling
- Computer skills
- Friendly, positive attitude
- Work ethic
- Reliable and trustworthy
- Team management
- Communication
- People skills
- Customer service
- Basic math
- High-volume dining
- Relationship management
- Child psychology knowledge
- First aid and CPR certified
- Analytical

### Experience

Company Name | City, State Head Hostess 03/2018 - Current

- Handled guest complaints and promoted positive dining experience for all restaurant customers by maintaining pleasant attitude in all situations.
- Answered customers' questions about hours, seating, current wait time and other information.
- Consistently received positive feedback from guests and created repeat business by developing long-term relationships with customers.
- Accommodated guests with children and special needs to promote comfortable dining experience.

Company Name | City, State Apparel Team Lead 03/2019 - 10/2020

- Recommended merchandise to customers based on needs and preferences.
- Observed customer behaviors to identify security threats and escalate concerns to supervisors.
- Maintained visually appealing and effective displays for entire store to drive sustained revenue and move target products.
- Helped customers sign up for loyalty programs and submitted completed paperwork.
- Used register system to ring up customer purchases, process payments and issue receipts.
- Met or exceeded upselling, donation and credit card sign-up targets on consistent basis by leveraging excellent communication and interpersonal strengths.
- Performed floor moves, merchandising, display maintenance and housekeeping to keep sales areas well-stocked, organized and current.

Company Name | City, State Waitress 01/2017 - 08/2020

- Cleared table and bussed dishes to allow for quick setups.
- Stocked server areas with supplies before, during and after shifts.
- Maintained accuracy while handling payments, giving change and printing receipts to customers.
- Resolved customer concerns with friendly and knowledgeable service.
- Welcomed guests with personable attitude and brought beverage orders while reviewing menu options.
- Developed strong and lasting resident relationships.

Company Name | City, State Private Nanny 01/2016 - 01/2020

- Performed light housekeeping duties, such as preparing nutritious meals, cleaning laundry, tidying bedrooms, dusting and sanitizing play areas.
- Engaged with children to create nurturing, safe environments to promote emotional, social and intellectual growth.
- Prepared snacks and meals, scheduled and coordinated projects and reinforced appropriate discipline for children according to parents' specifications.
- Aided with bathing, dressing, teeth brushing and diapering to promote healthy personal hygiene and good oral health.
- Kept parents' contact information, emergency services phone number and child's health history on hand in case of emergency situations.

### Education and Training

Wayne County Community College District | City , State Some College (No Degree)  
Riverview Community High School | City , State High School Diploma Expected in 05/2022  
Accomplishments

- Cheerleading captain from 2010-2018
- Went on to coach little league cheerleading
- Was dual enrolled starting sophomore year in high school juggling college and high school courses
- On honor roll since kindergarten
- Student council president
- Most Valuable Player Award in marching band
- Youth pastor at my church
- Leads in drama performances
- Junior year was accepted into Wayne State's teacher education program
- Girls leadership club member
- Taught 5th grade robotics at Huntington Elementary School

#### Certifications

- Certified in CPR