

EULALIE BONNEVILLE

Hostess

✉ eulalie.b.23@email.com

☎ (123) 456-7890

📍 San Diego, CA

🌐 [LinkedIn](#)

EDUCATION

High school diploma

La Jolla High School

📅 2006 - 2010

📍 LA Jolla, CA

SKILLS

- Team Management
- Customer Service
- Verbal Communication
- Reservation Management
- Negotiation
- Cash Handling
- POS Software
- Compassion
- Conflict Resolution
- Inventory Organization

CAREER SUMMARY

Outgoing and dedicated customer service professional with 11 years of experience streamlining restaurant service and improving the customer experience. Committed to improving True Food Kitchen's bottom line through compassionate service, cross-selling products, and building a strong host team through active collaboration.

WORK EXPERIENCE

Hostess

The River Cafe

📅 2019 - current 📍 San Diego, CA

- Monitored resources at 8 tables per shift, ensuring 100% of tables had bread, menus, napkins, and tableware
- Designed and administered revised seating strategies, reducing customer wait time during rush hour by 12 minutes
- Communicated reservation reminders to clients, reducing last-minute cancellations by 14% and increasing revenue by 11%
- Cleaned and organized the waiting area 2-3 times per shift
- Delegated waitstaff tasks to hostesses and hosts during peak rush hour, improving efficiency by 23%

Hostess

Azuki Sushi Lounge

📅 2014 - 2019 📍 San Diego, CA

- Developed an editable seating chart based on peak flow, decreasing customers' waiting time by 16% and increasing available seating space by 21%
- Organized tableware inventory, decreasing supply costs by 27%
- Answered phones to schedule, confirm, and cancel reservations, provide information about operating hours
- Assisted waitstaff during peak hours by bussing tables, delivering food, and taking orders, increasing efficiency by 14%
- Established professional rapport with customers, increasing customer satisfaction by 14% and tip revenue by 12%

Cashier

The Home Depot

📅 2011 - 2014 📍 San Diego, CA

- Processed checks, cash, and credit card payments with 97% accuracy, increasing efficiency by 4%
- Cleaned check-out area and front entrance by washing windows, removing trash, and sweeping entry and exit doorways
- Cross-sold and upsold promotional and seasonal items at checkout, increasing revenue by 7%
- Established monthly team bonding events to improve communication and trust, reducing employee churn by 13%
- Resolved 94% of customer conflicts using negotiation techniques