

Personal Details

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Career Summary

Outgoing and dedicated hostess service professional with 3 years of experience streamlining club service and improving the customer experience. Committed to improving service bottom line through compassionate service, cross- selling products, and building a strong host team through active collaboration.

Skills

Team Management

Customer Service

Verbal Communication

Reservation Management

Negotiation

Cash Handling

POS Software

Compassion

Conflict Resolution

Inventory Organization

Work Experience

2023-2023. Hostess / Club oxygen

- Monitored resources at & tables per shift, ensuring 100% of tables had bread, menus, napkins, and tableware
- Communicated reservation reminders to clients, reducing last- minute cancellations by 14% and increasing revenue by 11%6
- Cleaned and organized the vip area 2-3 times per shift
- Delegated waitstaff tasks to hostesses and hosts during peak rush hour, improving efficiency by 23%6

2022 - 2022 Hostess / Club Quilox

- *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%

2021- 2022 Hostess / Club DNA

- Established monthly team bonding events to improve communication and trust, reducing employee churn by 13%
- Resolved 94% of customer conflicts using negotiation techniques

Education

2020 -2022. The polytechnic, Ibadan, ND 2022.