



VIP Hostess

Stephanie Caron

Professional summary

Dedicated and experienced VIP Hostess with a proven track record of delivering exceptional guest experiences in upscale hospitality environments. Skilled in reservation management, guest relations, and event coordination.

Experience

VIP Hostess

May 2021 - Now

Elysium Lounge & Restaurant / New York, NY

- Manage VIP guest reservations, ensuring personalized service and satisfaction for high-profile clientele.
- Coordinate seating arrangements to optimize guest comfort and maintain smooth flow of service.
- Provide detailed menu knowledge and recommendations, enhancing dining experiences and driving sales.
- Handle cash transactions and processed payments accurately and efficiently.
- Facilitate private events and special occasions, overseeing logistics and ensuring seamless execution.

Lead Hostess

January 2019 - April 2021

Elysium Lounge & Restaurant / NEw york, NY

- Supervised hostess team, providing guidance and support to optimize performance and guest satisfaction.
- Managed reservation system, maintaining accurate records and accommodating guest preferences.
- Implemented seating strategies to maximize restaurant capacity and minimize wait times.
- Trained new staff members on hostess duties, restaurant procedures, and customer service standards.

Hostess

June 2016 - December 2018

Elysium Lounge & Restaurant / New York, NY

- Managed guest reservations and seating arrangements in a high-volume restaurant, ensuring optimal flow and customer satisfaction.
- Provided personalized service to VIP clientele, accommodating special requests and preferences to enhance their dining experience.
- Demonstrated exceptional communication and problem-solving skills, resolving guest concerns and conflicts with professionalism and efficiency.

858-772-5813

stephanie-caron@email.com

New York, NY

Education

Bachelor's Degree in Hospitality Management

2013 - 2017

New York University

New York, NY

Skills

Reservation Management

Guest Relations

Event Coordination

Menu Knowledge

POS System Proficiency

Conflict Resolution

Cash Handling

Team Leadership

Communication Skills

First Aid and CPR Certification

Food Safety Certification

Languages

Spanish (fluent) French (fluent)