

# Kay Graves

Houston, TX 77077

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Skilled and hardworking hostess & server with 2+ years of experience motivated to enhance customer loyalty with exceptional service. Maintains well-stocked and organized working stations ready for any need. Exceeds customer expectations by providing friendly, positive and attentive service tailored to their needs.

## Work Experience

### **Hostess/Server**

Sushi on Post Oak - Houston, TX

August 2022 to Present

- Greeted guests to seat groups or place on waitlist.
- Scheduled reservations and notified servers and managers of large groups to prepare seating in advance.
- Managed guest hospitality by relaying information regarding hours, wait times and special menu items.
- Maintained a clean working environment for team members and guest by emptying trash, sanitizing menus and polishing silverware.

### **Server**

RA Sushi Bar and Restaurant - Houston, TX

February 2022 to Present

- Memorized menu items, promotions and lunch specials to educate guests and give recommendations.
- Politely greeted & assisted tables and returning guests to develop relationships resulting in customer loyalty.
- Accurately took customer orders and safely handled food while enhancing service and verbal communication skills.
- Served hot or cold fresh sushi and alcoholic beverages on average to 50+ customers per shift.
- Assisted in training new hosts and servers ensuring comprehensive understanding on the restaurant culture, team efficiency & customer loyalty.

### **Hollister Brand Representative**

Hollister Co - Pearland, TX

October 2020 to August 2021

- Front desk advocate and cashier.
- Stock, packaged and organized clothing for shipment or selling.
- Type and print paperwork such as invoices and sales data logs.

## Education

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### **High School Diploma**

Westside High School Houston - Houston, TX

August 2017 to May 2020

## Skills

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- Host/Hostess
- Food Safety
- Serving Experience
- Restaurant Experience