Thandie Collins

Houston, TX 77375 | Phone: 832-946-8323 | Email: thandiecollins@yahoo.com

An experienced professional looking for a position where I can use my acquired skills and abilities in a progressive and challenging environment

Areas of Expertise

Excellent organizational skills • Time Management • Problem Solving • Microsoft Office (Word, Excel, PowerPoint, Outlook) • Verbal Communication • Written Communication • Excellent customer service skills • Ability to learn new things rapidly and adapt to new environments • First AID/CPR Experience • Enthusiastic • Ability to remain calm in high pressure situations • Safety & Security • Customer Handling • Server/Hostess Experience • Food and Beverage Service

PROFESSIONAL EXPERIENCE

Kirby Ice House 09/2022–03/2023

Hostess

* Greeting guests as they enter and putting them on a waiting list as necessary.
* Providing guests with menus and answering any initial questions.
* Seating guests at tables or in waiting areas.
* Assigning guests to tables they prefer, while keeping table rotation in mind so that servers receive the right number of customers.
* Engaging with guests to ensure they're happy with food and service.
* Responding to complaints and helping to resolve them.

Taste Bar and Kitchen 01/2021–07/2022

Server

* Serve patrons with food and beverages in a positive and friendly manner
* Helps patrons select food and beverages by suggesting courses, explaining the chef’s specialties, identifying appropriate beverage pairings, and answering food preparation questions
* Transmits orders to bar and kitchen by recording patron’s choices and identifying patron’s special dietary needs and special requests
* Serves orders by picking up and delivering patron’s choices from bar and kitchen and delivering accompaniments and condiments from service bars
* Obtains revenues by totaling charges, issuing bills, accepting payments, delivering bills and payments to host, and returning change or credit card and signature slip to patrons

The Westin 02/2019–05/2020

Hostess

* Accommodating the customer’s requests as much as possible and permissible by the rules and policies of the restaurant.
* Keeping updated on the happenings in the restaurant such as the number of available tables, reserved tables, opening, and closing timings.
* Seating the customers at their seats or waiting rooms and ensuring they are comfortable.
* Ensure the complimentary welcome drink is served.
* Engaging with guests while they are waiting.
* Addressing any queries or complaints and resolving it efficiently.

EDUCATION

Lone Star College System, Associate of Arts