

Charlize Nguyen

832-866-3996 | charlize.thilan.nguyen@gmail.com | Houston, TX 77056

SUMMARY

Organized Hostess with distinct commitment to first-rate customer service. Friendly worker known for maintaining excellent service levels in busy times and streamlining seating protocols. Successful at answering phones while greeting people in person and consistently upholding professional standards.

SKILLS

- Conflict Resolution
- Greeting Guests
- Handling Complaints
- Customer Service
- Active Learning
- Guest Relations Management
- Reservation Coordination

EXPERIENCE

Restaurant Hostess, Moxie's Grill & Bar, July 2023-Current
Houston, TX

- Greeted customers and escorted them to their tables.
- Assigned seating arrangements based on customer preferences and restaurant policies.
- Provided menus and answered questions about menu items and specials.
- Managed reservations, waitlists, and special requests for large parties.
- Informed kitchen staff of any special orders or dietary restrictions.
- Maintained cleanliness standards in the dining area including wiping down tables and chairs between seatings.

EDUCATION AND TRAINING

High School Diploma
Lamar High School, Houston TX Expected in June 2025

BIRTHDATE

January 24, 2007