# CAREER SUMMARY

**Jonette**

**Rollins**

H

o

s

t

e

s

s

**Jonetterollins@Gmail.Com**

**(917) 365-1613**

**Houston, TX**

**EDUCATION**

Gramercy Arts High School

Chamberlain University – Nursing (current)

**SKILLS**

Team Management

Customer Service

Verbal Communication

Reservation Management

Negotiation

Cash Handling

POS Software

Compassion

Conflict Resolution

Inventory Organization

Outgoing and dedicated customer service professional with 6 years of experience streamlining restaurant service and improving the customer experience. Committed to improving the restaurant through compassionate service, cross-selling products, and building a strong host team through active collaboration.

# WORK EXPERIENCE

## **Server**

### Pappadeaux Seafood Kitchen

 Sept 2022- Jan 2023 Houston, TX

## Offered attentive service to guests, utilizing Zomato to manage reservations and special requests, enhancing the overall guest experience.

## Collaborated with kitchen staff to ensure seamless order delivery, employing Rooms and Square POS for accurate communication, leading to reduction in order errors.

## Engaged with customers using effective communication skills and familiarity with the menu, achieving an increase in upselling and add-on orders.

## Aided servers during busy shifts using Toast POS to ensure efficient order processing, improving the dining experience.

### Hostess

### RAKU

 2018 - 2020 New York, NY

Developed an editable seating chart based on peak flow, decreasing customers' waiting time and increased available seating space

Organized tableware inventory, decreasing supply costs

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, Established professional rapport with customers, increasing customer satisfaction and tip revenue.

### HOSPICE OFFICE MANAGER

**Always Here Hospice/Amazing Hands Hospice**

 Nov 2020 – Oct 2023 Houston, TX

Developed and maintained expense budget while applying [Task] to continually decrease expenses.

Maintained regular contact with clients and identified opportunities to deliver added value to client relationships.

 Conducted office management and emergency preparedness orientation to provide special skills and test specific emergency plan components.

 Analyzed current business plan, identified inefficiencies in existing processes, and tracked performance following implementation of improvements.

 Operated with high integrity, built trust, and earned sustained credibility with internal and external clientele.