

HARENA YEMANE

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Enthusiastic and customer-focused Restaurant Hostess with experience in managing reservations, greeting guests, and ensuring an exceptional dining experience. Proven ability to handle high-pressure situations with grace, provide excellent service, and communicate effectively with both guests and staff. Committed to creating a positive first impression and contributing to a seamless and enjoyable dining experience for all patrons.

EXPERIENCE

THE SUNRISE HOUSE

Lead Host | November 2023 – May 2024

- Efficiently handled large party reservations, ensuring optimal seating arrangements and coordinated with the service staff to accommodate special requests and dietary needs.
- Managed and confirmed smaller reservations through the Resy platform, ensuring accurate and timely updates to the reservation system.
- Warmly greeted guests upon arrival, managed the waiting list, and seated patrons according to their preferences and availability, ensuring a positive first impression.
- Answered and directed phone calls, handled reservation inquiries, and provided information on menu items, special events, and restaurant policies.
- Addressed and resolved guest concerns promptly, enhancing overall dining experience and ensuring repeat business.

EDUCATION

HOWARD UNIVERSITY

Bachelor of Science, Computer Engineering | May 2021

SKILLS

- Problem-Solving
- Communication
- Organization
- Attention to detail
- Time-Management
- Customer Service