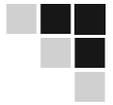


Keely Hopkins



Houston, United States / 7135016386 / keely.hopkins8@gmail.com
2004-06-29

Professional summary

Lead Hostess with 3 years of experience in hospitality, demonstrating exceptional customer service, team leadership, and strategic problem-solving skills. Proficient in managing seating arrangements, training staff, and fostering a cohesive work environment. Adept at enhancing guest satisfaction and operational efficiency through effective communication and collaboration.

Employment history

AUG 2021 - OCT 2022
502 W 19TH ST.

Host/ Server , Collins's Italian cafe

- Welcomed guests and managed reservations, ensuring a seamless dining experience and fostering a positive atmosphere.
- Maintained organized seating arrangements and promptly addressed customer needs, enhancing overall service efficiency.
- Worked closely with kitchen staff to ensure timely and accurate order delivery, contributing to a smooth operational flow.

SEP 2022 - DEC 2023
2900 SAGE ROAD

Host , Courtyard marriot

- Facilitate seamless guest check-ins and manage reservations, fostering a welcoming environment and ensuring customer satisfaction.
- Welcome guests with a positive attitude, enhancing their experience and promoting a friendly atmosphere in the hotel lobby.
- Efficiently coordinate guest services and resolve issues promptly, contributing to high guest satisfaction scores and repeat business.

DEC 2023 - MAY 2024
4747 SAN FELIPE ST.

Lead Hostess, The lodge

- Led a team of hostesses to ensure exceptional customer service and efficient seating, enhancing guest satisfaction and team cohesion.
- Strategically managed seating arrangements during peak hours, significantly reducing wait times and improving overall guest experience.
- Trained and mentored new hostesses, fostering a supportive environment that promoted learning and teamwork.
- Facilitated team meetings to address challenges, encouraging open communication and fostering a cohesive, supportive work environment.

Skills

Time Management

Team Collaboration

Problem Solving

Customer Engagement

Multitasking

Communication Skills

Education

FEB 2024
1300 HOLMAN ST.

Finance , Houston Community College

Currently enrolled

References

DSKERL@AOL.COM
+1 (917) 716-4886

Diana Skerl
Private employer