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# Julia Zepeda-Lobo

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## WORK EXPERIENCE

### **Anchor Sushi Bar on Knox, Dallas TX - *Lead Hostess & Server***

August 2023 - Present

- Manage reservations, seating arrangements, and waiting lists using OpenTable.
- Helped manage guest concerns and collaborated with other staff members to provide excellent customer experiences.
- Memorize menu items and provided recommendations based on guest preferences.
- Assisted with opening and closing duties, including setting up and breaking down the restaurant.

### **Carbone, Dallas, TX - *Assistant Maître'd***

DECEMBER 2022 - Present

- Responding to guest inquiries and requests in a timely, friendly, and efficient manner.
- Operating simultaneously through Resy and Open Table for both Carbone and Carbone Vino.
- SassyCoordinate with management, chefs and captains prior to service regarding VIPS, WTW or events in the PDR.

### **Drake's Hollywood, Dallas, TX - *Lead Hostess***

- MARCH 2022 - DECEMBER 2022
- Monitoring the restaurant's activity to determine seating and dining flow.
- Greet and acknowledge guest. Seat patrons by escorting them to assigned table or communicate delays and offer additional services to keep them occupied while waiting.

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- Maintain excellent and positive customer service in a high-pressure, fast paced environment.

## **EDUCATION**

**MacArthur High School, Irving TX** - *High School Diploma*

## **CERTIFICATIONS**

- Food Handlers
- TABC