Kayla Angeles

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Professional Summary

Dynamic and dedicated Host with extensive experience in high-volume and fine dining environments. Adept at managing reservations, optimizing seating arrangements, and delivering exceptional customer service. Proven ability to foster guest relationships, lead teams, and implement process improvements that enhance efficiency and satisfaction.

Professional Experience

The Henry, Dallas, TX

Host | October 2023 – Present

• Coordinate seating arrangements and manage reservations through phone, online platforms, and in-person inquiries, ensuring a seamless dining experience.

• Maintain a clean, welcoming, and organized front-of-house environment to create a positive first impression.

• Work closely with waitstaff to balance service loads, ensuring efficient operations during peak times.

Giovanni Italian Restaurant, Rockwell, TX

Host & Trainee | December 2022 – October 2023

• Handled an average of 155 guest inquiries daily via in-person, telephone, and online channels, ensuring timely and courteous service.

• Built strong rapport with guests to encourage repeat business and enhance customer satisfaction through attentive service and extensive cuisine knowledge.

• Collaborated with the waitstaff to communicate drink orders and guest needs efficiently.

• Trained and mentored four new hosts and hostesses on service protocols and best practices.

Texas Roadhouse, Mesquite, TX

Host

• Expertly managed guest seating and communication during high-volume periods, ensuring a smooth and enjoyable dining experience.

• Monitored eight tables per shift to ensure all were fully equipped with bread, menus, napkins, and tableware.

• Designed and implemented revised seating strategies that reduced customer wait times by 12 minutes during rush hours.

• Delegated tasks to support staff, increasing operational efficiency by 23% during peak periods.

Education

Mesquite High School, Mesquite, TX