




Tonnee Stelly

 Houston, TX |  Stellyariana2@gmail.com |  409-791-6911

Professional Summary

Friendly and outgoing hostess with over 5 years of experience in high-volume restaurant environments. Skilled at greeting guests, managing reservations, and providing exceptional customer service. Adept at maintaining a smooth front-of-house operation while creating a welcoming atmosphere for guests.

Professional Experience**P.F Changs – Houston, TX****Hostess**

March 2022 – May 2024

- Greet guests promptly and courteously, providing estimated wait times and seating preferences
- Managed reservations and floor charts using OpenTable
- Ensured lobby and waiting areas were clean and welcoming
- Assisted servers and bussers during peak hours to improve table turnover

Htown Restaurant and Bar – Houston, TX**Waitress**

January 2020 – February 2022

- Welcomed up to 250 guests per shift, ensuring smooth guest flow
- Maintained an organized waitlist and coordinated seating with servers
- Trained two new hostesses on front-of-house procedures and customer service standards
- Handled take-out and curbside pickup orders efficiently

Texas Roadhouse – Houston, TX**Hostess**

February 2019 – December 2019

- Greeted and seated guests in a timely manner during high-traffic periods
- Answered phone inquiries and scheduled reservations for parties
- Provided menus and informed guests about wait times and specials
- Assisted with birthday and special event coordination

Little Woodrow's – Beaumont, TX

Drink server

May 2018 – December 2018

- Welcomed guests with enthusiasm and maintained high energy during sports events
 - Managed multiple drink orders
 - Maintained cleanliness and handled guest complaints with professionalism
 - Communicated with kitchen staff regarding large party accommodations
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Skills

- Guest Relations & Customer Service
 - Reservation & Waitlist Management
 - POS Systems (Micros, OpenTable)
 - Conflict Resolution
 - Multitasking in High-Volume Settings
 - Team Collaboration
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Education

Beaumont United High School – Beaumont, TX

High School Diploma, 2019