



Neha Singh Kumari

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Professional Summary

Helpful Hostess processes customer transactions, organizes reservations and coordinates dining room staff. Demonstrated success in working with staff to create unique dining experiences. Offering experience working in restaurant settings.

Skills

Dining Reservations

Table Setting Arrangements

Billing and Payment Processing

Guest Experience Management

Work History

04/2019 - 10/2019

Hostess

The French Residency Hotel, Jaipur, India

- Trained new hostesses on customer service best practices and restaurant policies to maintain high standards of service.
- Accommodated special seating requests for guests to enhance satisfaction.
- Completed daily side work and opening and closing duties without fail.
- Assigned patrons to tables suitable for needs and restaurant section rotation.

12/2019 - 03/2020

Hostess

Renaissance Hotel, Lucknow , India

- Helped facilitate cooperation between service and kitchen staff to professionally meet guest needs and resolve problems.
- Advised customers about special offerings and menu items to help drive sales.

06/2018 - 03/2019

Hostess

Lord's Inn Hotel, Jammu, India

- Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.
- Cultivated positive guest relations by managing information and orchestrating speedy seating.
- Answered customer questions about hours, seating, and menu information.
- Assigned patrons to tables suitable for needs and restaurant section rotation.

03/2017 - 04/2018

Hotel-hostess

Red Chilli Restaurant, Kolkata, India

- Supported servers, food runners, and bussers with keeping dining area ready for every guest.
- Used cash registers and credit card machines to cash out customers.
- Answered customer questions about hours, seating, and menu information.

Education

B.com, *Calcutta University Pursuing*, Kolkata

2016 12th, West Bengal Council of Higher Secondary Education, Kolkata

2014 10th Pass, West Bengal Board of Secondary Education, Kolkata

Languages

Hindi :

Bilingual or Proficient (C2)

Bangali :

Intermediate (B1)

English :

Upper intermediate (B2)