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OBJECTIVE:

To obtain a hostess position in a reputable hotel where I can utilize my excellent communication and interpersonal skills to provide exceptional customer service and ensure a memorable experience for guest,

SUMMARY:

Highly motivated and enthusiastic individual with experience in hospitality, strong communication and interpersonal skills, with the ability to work in a fast-paced environment. Proficient in using reservation systems and POS systems.

WORK EXPERIENCE:

HOSTESS

HILTON HOTEL DUBAI (2022-2025)

- Greeted and seated guest in a timely and courteous manner
- Check with guest if they are staying with us, residence or they are visiting for the first time
- Manage reservations and waitlist, ensuring efficient table turnover and minimizing wait times
- Assist guest to their tables and they are well seated
- Coordinated with servers and other staff to ensure prompt service and resolve any issue that arose
- Maintain clean and organized hostess stand and surrounding areas

HOSTESS

FORTUNE GRAND HOTEL DUBAI (2019-2022)

- Greeted and seated guest in a timely and courteous manner
- Check rooms after checkout to ensure its ready for next guest

- Manage reservations and waitlist, ensuring efficient table turnover and minimizing wait times
- Coordinated with servers and other staff to endure prompt service and resolve any issue that arose
- Maintain clean and organized hostess stand and surrounding areas
- Report to manager and administration

RECEPTIONIST CUM HOSTESS

CRYSTER PALACE DOUALA (2016-2019)

- Greeting guest and directing to tables
- Assisted with bookings and customer enquiries
- Ensure guest satisfaction and handle concerns politely
- Helped organize events and special functions
- Contribute to friendly and welcoming hotel functions

SKILLS

- Excellent communication
- Fluent interactions with guests
- Computer skills (Microsoft Office)
- Team player
- Ability to work in a fast-paced environments
- Flexible and adaptable

EDUCATION

- Bachelor's Degree - 2016
- Higher National Diploma - 2015
- Advance Level - 2013
- Ordinary Level - 2011

LANGUAGE

- ENGLISH
- BASIC FRENCH

HUBBIES

- Singing
- Reading
- Dancing

- Travelling
- Swimming