

Melane Mormando

Hostess

Profile

I am a professional server with four years of experience in the food and beverage industry. I have a strong knowledge of both front-of-house and back-of-house operations, as well as exceptional customer service skills. I am reliable, efficient, and always work to create a positive dining experience for guests. In addition to my serving experience, I also have bartending and barista training which makes me an asset in any fast paced restaurant environment.

Employment History

Hostess at Brands, L.L.C (Kansas)

Apr 2022 - Present

- Hosted parties for up to 100 guests.
- Upon request, provided dietary options for guests with allergies or food restrictions.
- Arranged table settings and decorations according to event theme.
- Monitored guest count and ensured that all RSVPs were accounted for.
- Cleaned up after event concluded and helped with post-event debrief.

Hostess at Canada Ltd. (Ontario)

Sep 2019 - Feb 2022

- Greeted and seated guests promptly.
- Demonstrated exceptional customer service skills by always maintaining a positive attitude and displaying a smile.
- Exhibited teamwork by consistently collaborating with fellow employees to ensure the dining room ran smoothly and efficiently.
- Maintained cleanliness in the dining room by constantly clearing away dirty dishes and wiping down tables.
- Contributed to a pleasant dining experience for guests by regularly refilling water glasses and offering bread baskets.

Education

High School Diploma at Dartmouth High School, Hanover, NH

Aug 2014 - May 2019

I learned how to research and write papers, as well as giving presentations.

Certificates

ServSafe Food Handler (SFH)

Oct 2020

Allergen Awareness for the Hospitality Industry Certificate Program (AAHICP)

Feb 2019

Responsible Alcohol Service Certificate Program (RASCP)

Nov 2017

Details

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Links

[linkedin.com/in/melanemormando](https://www.linkedin.com/in/melanemormando)

Skills

Excellent customer service skills

Good organizational and time management skills

The ability to work well under pressure

Good communication and interpersonal skills

A pleasant and outgoing personality

The ability to follow instructions carefully

Being physically fit

Languages

English

Indonesian