

Wenderlin Gomez

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Professional Summary

Upbeat and friendly hostess that always goes above and beyond to exude the highest potential of customer service. A quick thinker in fast paced environments that accomplishes every obstacle with a smile.

Core Qualifications

- Extremely strong organizational skills
- Welcoming to all guests
- Professional and consistent
- Solid communication services
- Dinner service floor planning
- Taking reservations
- Assisted the relationship between dining room and partner hotel

Professional Experience

Hostess
Niles Restaurant

11/1/2015- Present
New York, NY

- Greet guests and seat patrons by escorting them to assigned table
- Present menus, answer questions, and offer information on menu items, beverages, and specials
- Accept and organize reservations, and prioritize reservations to accommodate customers
- Prepare seating assignments prior to service
- Addressed guest requests or complaints, and escalated major complaints to manager
- Communicated with kitchen staff, management, serving staff, and customers to ensure dining details were handled properly and guest concerns promptly addressed
- Managed room service orders for the partner hotel, The Stewart

Educational Experience

Architectural Technology Major
New York City College of Technology

8/1/2015- Present
Brooklyn, NY

Programs:

- AutoCad
- Rhino
- Revit
- Adobe programs
- Lumion