



ERICA

	Miami, FL 33132

### EDUCATION AND TRAINING

High School Diploma  
Leonardo Da Vinci, Bergamo, Italy  
June 2019

### SUMMARY

Dynamic hospitality professional with a proven track record at Kyu, excelling in customer service and guest relations. Adept at enhancing dining experiences through effective table management and relationship building. Recognized for attention to detail and active learning, ensuring optimal satisfaction and seamless operations in fast-paced environments.

### SKILLS

- Customer service
- Menu knowledge
- Table management
- Team collaboration
- Attention to detail
- Table setting arrangements
- Guest relations
- Relationship building
- Floor plan organization
- Active learning

### EXPERIENCE

#### RESTAURANT HOSTESS

| May 2024 - Current

- Upsold appetizers, drinks, desserts. when appropriate.
- Monitored dining room activity to ensure all guests were receiving optimal service.
- Communicated with servers about new tables, changes in food availability and customer comments.
- Checked back with guests periodically to ensure satisfaction with food and service.
- Maintained table setting by removing courses as completed and replenishing utensils.

#### REAL ESTATE ASSISTANT

#### BOTTLE SERVER

- Restocked bar supplies such as ice, garnishes, napkins, straws during shift changes.
- Assisted in seating guests and ensured guests were comfortable throughout their meal.
- Checked identification prior to serving.

### LANGUAGES

English:

Professional

Spanish:

Native/ Bilingual

Italian:

Native/ Bilingual