

Natalia AlAli

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Professional Summary

Experienced with over 2 years in hospitality roles. Skilled in guest service, reservation management, and ensuring a welcoming atmosphere. Proficient in handling inquiries, resolving issues, and collaborating with teams.

Experience

961 Agency | Hostess and Server

June 2023- Present

- Greet guests warmly within a friendly atmosphere.
- Manage reservations and seating arrangements to accommodate guest preferences.
- Keep the lobby area clean, tidy, and organized.
- Provide precise wait time estimates to meet guest expectations effectively.
- Coordinate with serving staff to ensure timely service and smooth dining experiences.
- Answer phone calls promptly and address inquiries regarding reservations and restaurant information.
- Collaborate closely with other staff members to ensure guest satisfaction and a seamless dining experience.
- Handle guest complaints or issues professionally, seeking resolutions promptly, and escalating to management when necessary.

Katr AlNada | Waitress and Hostess

February 2022- April 2023

- Welcome customers and guide them to their tables.
- Introduce menus and respond promptly to inquiries about menu items.
- Accurately record food and drink orders.
- Transmit orders to kitchen staff efficiently and verify their accurate preparation.
- Serve food and beverages promptly to patrons.
- Check in with customers regularly to ensure satisfaction and address concerns promptly.
- Process payments securely and manage cash or credit card transactions.
- Clean and prepare tables promptly for the next set of customers.
- Work closely with kitchen and bar staff to ensure seamless service.
- Maintain strict adherence to hygiene and safety standards

Education

Lebanese University, Bachelor

2022- Present

Major: Marketing | Minor: Business Administration

Skills & Others

Skills: Cross-cultural communication, Conflict Resolution, Hospitality, Hygiene and Safety, Customer Service, Public Relations, Microsoft Office

Languages: Arabic (Native)/English (Fluent)