

# Shateara Fricano

Host

✉ [shateara.fricano@gmail.com](mailto:shateara.fricano@gmail.com)

☎ (656) 133-8915

📍 3415 W Maple St, Wichita, KS  
67213

## Education

### High School Diploma at Wichita High School, Wichita, KS

Sep 2016 - May 2021

I have learned how to effectively communicate with others, how to think critically and solve problems, and how to manage my time wisely.

## Links

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

## Skills

Communication

Customer service

Organization

Time management

Multi-tasking

Problem solving

## Languages

English

Russian

## Profile

I have over 1 year of experience in hosting. I am a reliable, professional and outgoing individual who is able to work well under pressure. I possess excellent customer service skills and enjoy working with people from all walks of life. My goal is always to provide the best possible experience for customers, whether it be through resolving issues or creating a fun and welcoming environment.

## Employment History

### Lead Host at HostGator, KS

Jun 2022 - Present

- Led a team of 5 hosts and successfully managed day-to-day operations.
- Greeted guests with warmth and professionalism while providing excellent customer service.
- Monitored dining room to ensure that all guests were comfortable and satisfied with their experience.
- Assisted in training new hires on proper hosting procedures and standards.
- Demonstrated strong leadership qualities by motivating staff members to achieve set goals.

### Host at Bluehost, KS

Aug 2021 - Apr 2022

- Welcomed an average of 30 guests per shift and provided them with exceptional customer service.
- Anticipated guest needs, resulting in increased satisfaction scores on comment cards.
- Consistently received positive feedback from management regarding outstanding performance.
- Exceeded sales goals by up to 20% each month through effective upselling techniques.
- Maintained a clean and organized work area throughout the entire shift.

## Certificates

### Certified Professional in Catering

Apr 2021

### Certified Event Planner

Jul 2019

## Memberships

American Culinary Federation

National Restaurant Association