

# Elda Pottorf

Hostess

---

## Details

[elda.pottorf@gmail.com](mailto:elda.pottorf@gmail.com)

(974) 229-7266

109 Oakwood Ave, Hartford, CT 06106

---

## Profile

I have over one year of experience as a hostess. I am excellent at customer service and have superb organizational skills. I work well under pressure, and my ability to multi-task is exceptional. I am also bilingual (English/Spanish). As a result of my outstanding performance, I was recently promoted to head hostess. In this role, I train new hires and provide support to the other hosts/hostesses when needed.

---

## Employment History

---

### Head Hostess at Hostess Brands, CT

May 2022 - Present

- Reduced turnover by 25% through improved training and development initiatives.
- Implemented a new scheduling system that increased efficiency by 15%.
- Led team of 8 hostesses to achieve 95% positive customer feedback rating.
- Trained 2 new head hostesses on company policies and procedures.
- Successfully completed food safety certification course.
- Maintained cleanliness standards in the dining room at all times.

### Lead Hostess at Interstate Brands Corporation, CT

Sep 2021 - Mar 2022

- Greeted and seated up to 500 guests per shift while maintaining a high level of customer service.
- Acted as lead hostess, training and supervising up to 30 new employees per month.
- Demonstrated expert knowledge of menu items, able to make recommendations and answer questions.
- Consistently achieved above average sales numbers for food and beverage orders.
- Maintained cleanliness standards in dining room area including bussing tables and resetting for the next party.
- Assisted with special events planning as needed, such as holiday parties or private functions.

---

## Education

---

### High School Diploma at Greenwich High School, CT

Sep 2016 - May 2021

I've learned how to communicate with people, how to work in a team, and how to solve problems.

---

## Links

---

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