

# Elise Fontaine

## FINE DINING HOSTESS

@ elise.fontaine@email.com | 📞 (555) 531-8867 | 🏠 New York, NY  
🌐 linkedin.com/in/elise-fontaine-dining

### SUMMARY

Refined Fine Dining Hostess with 5 years of experience setting the tone for exceptional culinary experiences in AAA Five Diamond and Michelin-recognized restaurants. Expert at managing intimate dining rooms where every detail matters – from personalized guest greetings to seamless table pacing. Committed to delivering white-glove service that transforms every meal into a lasting memory.

### EXPERIENCE

**Fine Dining Hostess** Apr 2020 - Present  
**Per Se Restaurant** New York, NY

- Welcome and seat guests in a 60-seat, 3-Michelin-star restaurant with a 6-week advance reservation book, coordinating 2 seatings per evening with zero wait time incidents
- Maintain and update detailed preference profiles for 800+ VIP and returning guests in Tock, personalizing every arrival experience with recognized preferences and special occasion acknowledgment
- Coordinate table pacing with the kitchen brigade and captain staff to maintain Thomas Keller's service rhythm, contributing to a 99% guest satisfaction rating on post-dining surveys
- Escort guests through the restaurant's tasting menu progression, offering genuine warmth while upholding Forbes Five-Star standards throughout every interaction

**Hostess** Jun 2017 - Mar 2020  
**Jean-Georges Restaurant** New York, NY

- Managed seating for a 100-seat, 2-Michelin-star French restaurant at the Trump International Hotel, handling 120+ covers per evening with meticulous attention to dress code and reservation protocols
- Trained 3 junior hostesses on fine dining greeting standards, guest recovery techniques, and Tock reservation management
- Coordinated private room bookings and pre-theater menus, converting 74% of special occasion inquiries to confirmed reservations

### SKILLS

Fine Dining Etiquette OpenTable & Tock VIP Guest Protocols Menu Knowledge  
Multilingual (English/French)

### EDUCATION

**Bachelor of Science in Hospitality Management** Sep 2014 - Jun 2018  
**Cornell University School of Hotel Administration** Ithaca, NY  
**Hospitality Management** GPA: 3.9/4.0

### LANGUAGES

**English** Native  
**French** Fluent



## CERTIFICATES

---

**Certified Hospitality Professional (CHP)**

Jul 2018

American Hotel & Lodging Educational Institute

Advanced hospitality service and operations

**Court of Master Sommeliers: Introductory Certificate**

Feb 2020

Court of Master Sommeliers

Wine and spirits fundamentals for front-of-house professionals