

Monique Adeyemi

Head Hostess

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📍 New York, NY

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Summary

Results-focused Head Hostess with 7 years of progressive front-of-house leadership experience across upscale casual and fine dining restaurants generating \$6M-\$15M in annual revenue. Proven ability to hire, train, and retain high-performing hostess teams while sustaining excellent guest satisfaction scores. Serves as the critical bridge between floor operations and management, driving both hospitality standards and operational efficiency.

Experience

Head Hostess

Nobu Restaurants

Mar 2020 – Present

New York, NY

- Direct a team of 8 hostesses across lunch, dinner, and late-night services at one of New York's highest-profile Japanese fusion restaurants, maintaining a 95% team retention rate
- Redesigned the OpenTable seating strategy to prioritize VIP reservations and optimize table turns, resulting in a 21% increase in weekly covers without additional staffing
- Conduct monthly performance reviews and daily pre-service briefings, raising team-wide service scores from 3.8 to 4.6/5.0 on internal evaluations over 18 months
- Partner with GM on special event planning, private dining coordination, and celebrity guest protocols, hosting 300+ VIP visits per year with zero service failures

Lead Hostess

STK Steakhouse

May 2017 – Feb 2020

New York, NY

- Supervised 5 hostesses at a 250-seat upscale steakhouse and nightlife venue, managing dual dining room and lounge seating flows simultaneously
- Reduced no-show rate by 18% by implementing a proactive reservation confirmation and waitlist management protocol using Resy
- Trained 10 new hostesses over 3 years, with 8 still employed with the company — a 80% retention benchmark

Strengths

Operational Leadership

Drives team performance through structured coaching and accountability

Guest Recovery

Expert at transforming negative guest experiences into loyalty-building moments

Skills

Team Leadership & Scheduling

OpenTable & Resy

Service Standards Training

Conflict Resolution

Revenue & Table Management

Languages

English

Native

Spanish

Intermediate

Education

Bachelor of Science

Aug 2013 – May 2017

Johnson & Wales University

Providence, RI

Hospitality and Restaurant Management

GPA: 3.5/4.0

Certificates

ServSafe Manager Certification

Jun 2017

National Restaurant Association

Advanced food safety management and compliance

Guest Service Gold Certification

Jan 2021

American Hotel & Lodging Educational Institute

Platinum standard guest service in hospitality