

Jordan Hayes

Lead Host

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SUMMARY

Lead host with 3 years at the front door of high-volume Austin restaurants, now running a 6-person host team at a 300-seat barbecue hall. Handles shift scheduling and floor plans, delivers staff training on OpenTable, and brings hospitality, organizational skills and calm guest recovery to 900-cover Saturdays.

SKILLS

- Hospitality
- OpenTable
- Floor Plans
- Shift Scheduling
- Staff Training
- Guest Recovery
- Reservations
- Waitlist Management
- Communication Skills
- Organizational Skills

EXPERIENCE

Lead Host 02/2025 - Present
South Congress Smokehouse Austin, TX

300-seat barbecue hall with a beer garden, live music and up to 900 covers on Saturdays.

- Lead a 6-person host team across lunch and dinner, covering up to 900 covers on Saturdays.
- Own shift scheduling for the host team and build daily floor plans that balance 10 server sections.
- Deliver staff training to every new host on OpenTable, quote rules and phone scripts, cutting ramp-up from 3 weeks to 1.
- Resolve guest complaints at the door through guest recovery, holding comps under \$150 a week.

Host 05/2023 - 01/2025
Lady Bird Lake Cantina Austin, TX

Tex-Mex restaurant with 200 seats, most of them on a lakeside patio.

- Directed waitlist management on OpenTable for a 200-seat patio restaurant, seating 500+ guests on weekend nights.
- Answered 70 calls a shift for reservations, large parties and directions.
- Coordinated table turns with servers and bussers, trimming average waits by 10 minutes in summer 2024.
- Organized the host stand and 220 menus before every shift, with clear communication skills on handoffs.

Barista 08/2022 - 04/2023
Eastside Coffee Bar Austin, TX

Independent coffee shop near the university campus.

- Prepared 150+ drinks a shift during the morning class rush.
- Handled cash and card payments on 4 closing shifts a week with a balanced drawer.
- Trained 2 new baristas on espresso dial-in and order flow.

EDUCATION

Associate of Applied Science 05/2024
Austin Community College Austin, TX
Hospitality Management

CERTIFICATES

Texas Food Handler Certificate
ServSafe
05/2023