

Sofia Marchetti

SHIFT COORDINATOR

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SUMMARY

Shift coordinator with 5 years in full-service restaurants, now running front-of-house shifts for a 220-seat seafood restaurant with 4 dining rooms. Works in OpenTable all night, keeps reservations and seating on pace, and handles guest relations with strong communication skills and attention to detail.

SKILLS

- OpenTable
- Guest Relations
- Reservations Management
- Floor Planning
- POS System
- Private Event Booking
- Basic Computer Skills
- Communication Skills
- Attention to Detail

EXPERIENCE

Shift Coordinator

09/2023 - Present

Harborview Oyster House

Boston, MA

Front-of-house shift coordinator for a 220-seat seafood restaurant serving up to 600 covers on peak nights.

- Coordinate **600**-cover peak nights in OpenTable, pacing reservations and walk-ins across 4 dining rooms.
- Assign server sections and break times for 18-24 front-of-house staff each shift, balancing covers across 4 rooms.
- Handle guest relations on the floor, settling 95% of complaints before the guest leaves and logging the rest for the GM.
- Compile shift notes on covers, wait times and sold-out items for the general manager and chef after every close.

Host Lead

04/2021 - 08/2023

Back Bay Bistro

Boston, MA

Host stand lead for a 140-seat bistro with a private dining room.

- Managed the host stand and floor planning for a 140-seat bistro, seating 300+ guests on busy nights.
- Reduced quoted-wait errors from 15 to 5 minutes by updating the waitlist after every table turn.
- Trained 10 hosts on OpenTable, phone reservations and private dining inquiries during a 2-shift shadow program.
- Booked 45 private events a year worth \$180K in food and beverage sales, handling menus, deposits and room setup.

EDUCATION

Associate in Science

05/2021

Bunker Hill Community College

Boston, MA

Hospitality Management