

Valentina Cruz

VIP Hostess

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Summary

Poised and connected VIP Hostess with 5 years of experience managing elite clientele in premier nightclubs, rooftop lounges, and luxury hotel bars in New York and Miami. Expert at curating exclusive arrival experiences, managing high-value reservations, and coordinating premium bottle service that drives significant revenue per cover. Known for discretion, professionalism, and an ability to make every VIP guest feel like a true insider.

Experience

VIP Hostess

1 OAK Nightclub • New York, NY • Jan 2021 – Present

- Manage a portfolio of 150+ VIP client accounts at one of New York's most exclusive nightlife venues, personally coordinating arrivals, table assignments, and bottle service for clients spending \$5K–\$50K per evening
- Generate an average of \$280K in monthly VIP table revenue through personalized outreach, relationship cultivation, and upselling premium bottle packages to returning guests
- Maintain a confidential VIP database of 400+ client profiles including preferences, occasion history, and spending patterns to enable hyper-personalized service
- Coordinate with PR and management on exclusive event nights hosting A-list celebrities and athletes, managing red-carpet arrivals for 20+ VIP guests per event with zero protocol breaches

VIP Hostess / Guest Relations

LIV Nightclub at Fontainebleau • Miami Beach, FL • Mar 2019 – Dec 2020

- Managed VIP table reservations and guest list for one of the world's top-grossing nightclubs, handling 40+ VIP tables per night during peak season
- Built and maintained relationships with 80+ repeat VIP clients, contributing to a 35% increase in rebooking rate within 18 months
- Coordinated with security, bottle service staff, and DJ team to ensure seamless VIP experiences from arrival to departure

Education

Bachelor of Science

Florida International University • Miami, FL • Aug 2015 – May 2019
Hospitality and Event Management • GPA: 3.4/4.0

Certificates

TIPS Alcohol Service Certification

Health Communications Inc. • May 2019

Responsible service of alcohol in nightlife and entertainment environments

Skills

- VIP & Celebrity Guest Management
- Nightlife Venue Operations
- Bottle Service Coordination
- Guest List Management
- Conflict De-escalation

Languages

English • Native
Spanish • Fluent

Strengths

Discretion & Confidentiality

Trusted with celebrity and high-net-worth client management

Revenue Generation

Skilled at upselling premium experiences and bottle packages

Certified Hospitality Professional (CHP)

American Hotel & Lodging Educational Institute • Sep 2021

Advanced hospitality operations and guest service standards