




KEVIN MORRISON

Restaurant host with a strong background in hospitality and restaurant management. Proven ability to manage reservations, provide quality customer service, and coordinate with kitchen and serving staff, as evidenced by roles at Darden Restaurants Inc. and Starbucks Corporation. Hold a ServSafe Food Handler Certificate, TIPS Certification, and a National Restaurant Association ManageFirst Program certification.

CONTACT

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KEY SKILLS

- Cross-team collaboration
- Customer service and satisfaction
- Reservations management

PROFESSIONAL EXPERIENCE

RESTAURANT HOST | DARDEN RESTAURANTS INC., ORLANDO, FL
JANUARY 2020 TO PRESENT

- Manage and organize reservations for a high-volume restaurant, ensuring timely seating for all guests
- Provide quality customer service, addressing inquiries and resolving issues promptly to ensure customer satisfaction
- Coordinate with kitchen and serving staff to maintain smooth restaurant operations, resulting in a 20% increase in table turnover rate

ASSISTANT RESTAURANT HOST | STARBUCKS CORPORATION, SEATTLE, WA
JUNE 2018 TO DECEMBER 2019

- Helped manage reservations and seating arrangements, improving the reservation process and reducing customer wait times
- Contributed to customer service efforts, answering questions and handling complaints, leading to a 15% increase in satisfaction ratings
- Collaborated with kitchen and serving staff to ensure efficient operations, improving service delivery

EDUCATION

- Bachelor of Science in Restaurant, Food, and Beverage Management
JOHNSON & WALES UNIVERSITY, Providence, RI
- Bachelor of Science in Hospitality Management
UNIVERSITY OF NEVADA, Las Vegas, NV
- Associate of Applied Science in Hospitality Management
THE CULINARY INSTITUTE OF AMERICA, Hyde Park, NY

PROFESSIONAL DEVELOPMENT

- ServSafe Food Handler Certificate, National Restaurant Association
- Training for Intervention Procedures (TIPS) Certification, Health Communications, Inc.
- ManageFirst Program, National Restaurant Association