JULIAN MERCER

RESTAURANT HOST

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PROFESSIONAL SUMMARY

Restaurant Host with 3 years seating busy dining rooms and managing waitlists. Balances reservations, walk-ins, and server sections so guests are seated quickly and the kitchen is never overloaded. Stays composed in a crowded lobby and communicates clearly with servers.

PROFESSIONAL EXPERIENCE

Host Sep 2023 - Present
The Cheesecake Factory, Walnut Creek, CA

- Greet and seat up to 400 guests on a Saturday, keeping quoted wait times within five minutes of actual.
- Quote waits using real-time table status from servers and the floor map, and re-quote guests promptly when delays occur.
- Maintain the host stand supplies, menus, and high chairs so the entrance stays tidy and ready during the dinner rush.
- Rotate seating among 14 server sections so no one server is overloaded, which evened tables per server within one table.
- Manage reservations and large-party bookings in OpenTable, reducing no-shows by about 15% with confirmation texts.
- Handle phone and takeout inquiries during peak, answering within three rings on most calls.

Host Jun 2022 - Aug 2023
Chili's Grill & Bar, Concord, CA

- Managed a 40-minute Friday waitlist with accurate quotes and quick table turns, with fewer walk-aways than the prior summer.
- Tracked table-turn times on a clipboard during dinner and told servers when a section was ready for the next party.
- Sent birthday and anniversary notes to the kitchen and server so special occasions were celebrated at the table.
- Calmed upset guests during delays and offered appetizers only after clearing it with a manager.
- Trained three new hosts on the floor plan, waitlist app, and seating order.

Busser Jan 2022 - May 2022

- Cleared and reset tables in under three minutes, helping hosts turn tables faster during dinner.
- Wiped booths, swept floors, and wrapped silverware between rushes, completing sidework without being asked.

Cashier and Host Jun 2021 - Dec 2021
Panda Express, Concord, CA

- Took counter orders and greeted guests during lunch rushes of about 120 tickets an hour, with accurate payments.
- Directed guests to the right line and kept the dining area clean when the team was short-staffed.
- Learned to answer menu and allergen questions quickly after a short product training.

CORE SKILLS

Guest greeting | Waitlist management | Reservation systems | OpenTable | Floor plan knowledge | Seating rotation | Phone etiquette | Conflict resolution | Takeout coordination | Team communication | Multitasking | New host training

EDUCATION

High School Diploma, Diablo Valley College, Pleasant Hill, CA

CERTIFICATIONS

California Food Handler Card