KRISIA A. RIOS

Bilingual Hospitality Professional | Front-of-House Specialist

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Open to Relocation Nationwide • Authorized to Work in the U.S. for Any Employer

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PROFESSIONAL SUMMARY

Bilingual (English/Spanish), TIPS-certified hospitality professional with 3+ years of progressive front-of-house experience in high-volume restaurant environments. Proven ability to deliver exceptional guest experiences across server, hostess, and busser roles. Recognized for maintaining seamless dining room operations, coordinating reservations, and fostering a welcoming atmosphere that keeps guests coming back.

WORK EXPERIENCE

Server & Hostess **Barn 34** **Ocean City, MD**	***October 2021 – Present***

- Warmly greeted and welcomed guests upon arrival, establishing a positive and memorable first impression
- Managed reservations and efficiently guided parties to their tables with care and attentiveness
- Provided accurate wait-time estimates and ensured guests were comfortably accommodated in the waiting area
- Presented menus and addressed initial guest inquiries with strong product knowledge and professionalism
- Optimized table seating rotation to balance server workloads and maximize dining room efficiency
- Answered multi-line phones and coordinated reservations for large parties and special events

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Hostess / Busser **Ropewalk Restaurant** **Ocean City, MD** | ***August 2020 – Present***

- Executed front-of-house floor plans and server rotation schedules using restaurant POS systems
- Managed daily server assignment entry for day and evening shifts
- Maintained immaculate dining room, restroom, and common areas to uphold sanitation and presentation standards
- Answered guest phone inquiries promptly and professionally
- Supported service team with table running and bussing to ensure a seamless dining experience

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Hostess **Longboard Cafe** **Ocean City, MD** | ***January 2021 – May 2022***

- Coordinated daily floor plan setup and server scheduling using POS system
- Delivered efficient table running support for service staff during peak hours
- Ensured cleanliness and readiness of all guest-facing areas throughout each shift
- Managed incoming guest calls and provided prompt, courteous assistance

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Server **Tequila Frogs** **Ocean City, MD** | ***July 2021 – December 2021***

- Delivered attentive, personalized service to guests from arrival through departure
- Provided tailored food and beverage recommendations based on guest preferences and dietary needs
- Memorized full food and beverage menu including nightly specials and wine list

- Actively solicited and responded to guest feedback to ensure complete satisfaction
- Maintained table setup and cleanliness standards throughout each shift
- Transported food and beverages from kitchen and bar to tables accurately and efficiently

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Student Service Assistant **Escuela La Esperanza** **San Juan, PR** | ***August 2018 – March 2020***

- Advised students and families on financial aid and admissions procedures with clarity and empathy
- Managed confidential student records in both digital and physical filing systems
- Provided administrative support to faculty and staff, handling correspondence, copying, and filing
- Communicated with students via phone and email to address inquiries and resolve concerns
- Maintained bulletin boards and campus displays with current course and event information

EDUCATION

High School Diploma

Escuela Superior Medardo Carazo

Trujillo Alto, PR • Graduated May 2015

CERTIFICATIONS

TIPS Certification — Training for Intervention Procedures

Issued by TIPS • Valid: June 2023 – June 2027

Certified in responsible alcohol service, sales, and consumption practices

CORE SKILLS & COMPETENCIES

■ **Guest Relations & Customer Service**	■ **Food & Beverage Service**
■ Front-of-House Operations	■ Menu & Wine List Knowledge
■ POS Systems	■ Team Collaboration & Communication
■ Table & Reservation Management	■ Bilingual: English & Spanish
■ High-Volume Dining Environments	■ Microsoft Office
■ TIPS Certified – Responsible Alcohol Service	

References available upon request