

Gia Montano

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Professional Summary

Dynamic hospitality professional with over 3 years of experience in luxury sales and guest relations. Proven expertise in managing reservations, greeting and seating guests, and ensuring smooth front-of-house operations in fast-paced settings. Adept at maintaining organization and delivering exceptional service to create memorable experiences.

Work Experience

Educator

Lululemon | Newport Beach, CA

September 2025 to January 2026

- Created a welcoming environment and served as the first point of contact for guests,
- Provided attentive service by understanding guests' fitness and leisure goals and guiding them to appropriate products
- Educated guests on product fit, function, performance, and technology;
- Fostered a sense of community and represented brand culture through professional interactions

Lead Hostess

JC Resorts | Laguna Beach, CA

May 2025 to August 2025

- Warmly greeted guests and responded to their needs in person and over the telephone
- Managed reservations, staffing, and service flow records using OpenTable to maintain organized operations
- Coordinated large party bookings and communicated special occasions to ensure seamless guest experiences
- Supported management with administrative tasks, maintaining attention to detail in a fast-paced environment
- Ensured cleanliness and readiness of menus, check presenters, and wine lists for each shift

Intimate Apparel Luxury Sales Specialist

Bloomingdale's | Newport Beach, CA

September 2023 to January 2025

- Engaged clients warmly, building loyal relationships through attentive service and clear communication
- Provided expert advice on luxury brands, helping clients understand products and promotions
- Guided clients in selecting products by offering detailed information on fit, craftsmanship, and collections
- Achieved sales goals through proactive customer engagement and upselling
- Maintained visual standards and supported a welcoming, organized store environment

Hostess

THE WINERY RESTAURANT | Newport Beach, CA

February 2023 to December 2023

- Delivered a warm, friendly first impression and managed guest inquiries both in person and by phone
- Mastered OpenTable to efficiently manage reservations, waitlists, and table assignments
- Answered multi-line phone calls, booked reservations, and assisted with event planning for special occasions
- Provided excellent customer service by accommodating special requests and resolving complaints with patience
- Supported and maintained organized records for guest and event management

Assistant Manager

BEACH BUNNY SWIMWEAR | Newport Beach, CA

October 2020 to January 2023

- Greeted and engaged clients, providing expert product knowledge and supporting a positive customer experience
- Assisted in daily store operations including inventory management, staff training, and administrative tasks
- Developed a strong team of associates and consistently supported achievement of sales goals
- Maintained visual standards and ensured an organized, aesthetically pleasing environment

Education

French Literature (Associate's Degree)

McGill University | Montréal, QC

August 1989 to May 1991

Dance (Associate's Degree)

Cal State Long Beach | Long Beach, CA

May 1987 to May 1989

Upper secondary education

Associate's degree

Skills

- Customer service
- Guest relations
- Hospitality industry experience
- Organizational skills
- Time management
- Phone communication
- Reservation management
- Teamwork
- Customer communication
- Handling customer inquiries
- Multitasking
- Positive demeanor
- Clear written and oral communication
- Team management
- Event coordination

Languages

Italian - Fluent

English