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BRITNEYLDLS@GMAIL.COM

# BRITNEY LYNN DE LOS SANTOS

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## SKILLS

- Comprehensive experience across restaurant operations, including serving, hosting, food running, expo, barbacking, and bartending.
  - Highly adaptable with the ability to quickly learn new environments and menu items.
  - Extensive knowledge of bar offerings, liquors, and menu items.
  - Strong communication and multitasking skills, excelling in customer interactions and teamwork.
  - Certified in TABC and food handling, ensuring safety and compliance.
  - Proven ability to build strong rapport with customers and colleagues, creating a welcoming atmosphere and driving customer loyalty.
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## EXPERIENCE

### **H-E-B, 11100 Leopard, Corpus Christi, Tx 78410**– *Cashier*

February 2021 – February 2023

- Engaged with customers daily, fostering strong connections with the local community.
- Promoted featured items to boost sales, often competing with fellow cashiers.
- Delivered exceptional customer service, ensuring a positive shopping experience.

### **Wings ‘N More, 6022 Sarazen Dr, Corpus Christi, Tx 78413** – *Cocktail waitress/Bartender*

August 2022 – January 2024

- Developed in-depth knowledge of menu and bar items to enhance customer experiences.
- Built a loyal customer base, with regulars who frequently referred new business.

- Provided efficient and friendly service in a fast-paced environment.

**Twin Peaks, 12830 NW FWY, Houston, Tx 77040** –Server

September 2023 – April 2024

- Maintained expert knowledge of menu and bar items to recommend pairings and specials.
- Upheld high standards for appearance and professionalism, adapting to weekly uniform and makeup changes.
- Delivered top-tier service to enhance guest satisfaction and retention.

**TopGolf, 1030 Memorial Brook Blvd, Houston, TX 77084**– Bayhost

May 4 2024 – present

- Delivered exceptional guest service by hosting and ensuring guests had all necessary equipment for a seamless experience.
- Managed events for groups of up to 80 people, including birthdays, baby showers, and corporate gatherings.
- Created memorable experiences for international and out-of-state visitors by tailoring service to diverse cultural expectations.

## EDUCATION

**University of Houston, 4800 Calhoun Rd, Houston, Tx 77204**–  
*Bachelor's Degree in Political Science (In Progress)*

August 2023 – May 2027

- Majoring in Political Science with a minor in Legal Studies.
- Relevant coursework includes Political Theory, International Relations, and Public Policy Analysis.

## CERTIFICATIONS

- TABC Certification
- Food Handler Certification