



# EMILY VILLEGAS ABURTO

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## Summary

Reliable Front of House Employee with demonstrated experience in hospitality and service industry. Strengths include exceptional customer service, effective communication skills, and ability to handle high-pressure situations with grace. Contributed significantly to overall guest satisfaction and positive dining experiences in previous roles.

## Skills

- Reservations Management
- Customer Service
- Menu knowledge
- Complaint Handling
- Guest Engagement
- Server Support

## Experience

**Hostess, Food Runner & Waitress** 02/2024 - 07/2024

Soup Leaf HotPot | Austin, USA

- Verified reservations and wait times with customers.
- Managed the waiting list, ensuring that all parties were seated in a timely manner.
- Organized food orders and ensured accuracy of items served to customers.
- Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.
- Operated POS terminals to input orders, split bills and calculate totals.
- Provided exceptional service to high volume of daily customers.

**Hostess & Busser** 08/2023 - 02/2024

Pappadeaux | Austin, USA

- Assisted in preparing the restaurant for opening and closing shifts.
- Greeted guests warmly upon arrival, seating them promptly.
- Provided menus to customers and answered questions regarding menu items.
- Ensured compliance with health and safety regulations at all times.
- Tracked inventory of tableware, linens, condiments., ensuring adequate supply levels at all times.

**Counter Staff & Dishwasher** 09/2022 - 11/2022

Clutch City Cluckers | San Antonio, USA

- Operated cash register to process payments accurately and efficiently.
- Provided assistance in other departments when needed.
- Monitored stock levels and communicated low-stock issues to supervisor.
- Scrubbed and sanitized dishes, pots, pans, utensils, and other kitchen equipment.

## Education

University of Texas at San Antonio (UTSA) 05/2023

**High School Degree** 05/2022  
New Tech at BF Darrell | Dallas

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## Certifications

Responsible Training TABC Certificate since 2023

Food Handlers Training Course done in 2023

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## Interests

- Reading , Physical Fitness , Cooking and Travel