



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

Certifications

Responsible Training TABC Certificate since 2023
Food Handlers Training Course done in 2023

Interests

- Reading , Physical Fitness , Cooking and Travel