

PATRICIA VALGUNA

Contact: 347 715 0788 | patricia.valguna@gmail.com

EDUCATION & CREDENTIALS

Baruch College, City University of New York

Bachelor of Business Administration

September 2013 - Spring 2018

GPA: 3.6/4.0

WORK EXPERIENCE

Roxy Bar at the Roxy Hotel *New York, NY*

May 2021 - January 2025

AM Server

- Provided detailed menu descriptions and recommendations, expertly answering questions about ingredients, preparation methods, and wine pairings
- Monitored guest experience throughout dining service,, proactively addressing requests and resolving concerns
- Reduced service time by 40% through efficient coordination and system optimization with RESY
- Attended to 300 guests in a 2-hour window during peak breakfast service

AM Backserver/Room Service Attendant

- Collaborated closely with kitchen staff to ensure timely delivery of orders while maintaining food safety and handling guidelines in accordance to luxury hospitality standards
- Resolved guest inquiries and special dietary requests with professionalism and creativity

Per Se, Thomas Keller Restaurant Group *New York, NY*

September 2019 - July 2020

Host

- Coordinated cross-functionally with kitchen, management, and service teams to ensure seamless dining experiences
- Delivered world-class service in prestigious 3-Michelin-starred establishment serving discerning clientele
- Managed complex dietary restrictions and special requests for high-profiled guests

Terrace & Outdoor Gardens, EDITION Times Square *New York, NY*

February 2019 - September 2019

AM Host

- Maintained exemplary steps of service during peak hours by coordinating seating in server rotation.
- Multitasked phone calls for reservations, room service and outside orders simultaneously on Micros.
- Maximized customer satisfaction by seeking conversations and providing timely service.

Benihana *New York, NY*

July 2016 - July 2018

Lounge Server/Maitre'D

- Demonstrated familiarity to Japanese culinary techniques, ingredients, and traditional dining customs to enhance guest education and experience
- Expedited table turnover to maximize space availability by coordinating tasks with backservers.
- Focused on work efficiency in training new hosts on duties and responsibilities.

SKILLS

Programs	RESY, OpenTable, POS System, Micros, SevenRooms, Microsoft Office, HTML
Language	Filipino (Native), Italian (Basic), Spanish (Basic)
Certifications	Food Safety, ATAP/TIPS