

# Hospitality

5555 Upperton Road  
Jacksonville, GA 55464

(555) 555-2323  
Sportjob@flagler.edu

---

## EDUCATION

Bachelor of Arts in Hospitality and Tourism Management  
Business Administration minor  
Flagler College, St. Augustine, FL  
May 20xx

Associate of Arts  
Valencia Community College, Orlando, FL  
June 20xx

## PROFESSIONAL EXPERIENCE

**Casa Monica - Kessler Group, St. Augustine, FL** 20xx-Present  
Sales & Catering Assistant

- Prepare Banquet Event Order forms for social events and meetings and distributed to appropriate hotel departments
- Train 6 new hires and supervise 20 employees
- Oversee 5 catered events per week for 20-200 attendees including booking, selling and logistics
- Plan menus for specific events and communicate closely with clientele to ensure satisfaction
- Conduct and track weekly inventory for upcoming events

**The Renaissance - Marriott, St. Augustine, FL** 20xx-20xx  
Guest Services Intern

- Learned various policies, procedures and systems necessary to achieve successful client interaction
- Cross-trained in multiple departments including Reservations, Valet Services, Front Desk and Guest Hotline
- Dispatched calls, finalized room reservations, checked guests in and out, handled switchboard calls and resolved guest concerns

**The Pineapple Society, Flagler College** 20xx-20xx  
Special Events Chair

- Plan and execute 2017 Leadership Banquet with 100 attendees
- Design menu, promotional materials and event programs
- Coordinate 4 per semester events for 5-20 attendees, organizing community guest speakers and location details

**Longhorn Steakhouse, St. Augustine, FL** 20xx-20xx  
Server

- Handled \$2000 in transactions for 150 customers per shift
- Utilized conflict management skills to address and resolve customer concerns
- Recognized through customer comment/feedback cards for exceptional service

## AWARDS/ACTIVITIES

President's List 20xx  
Dean's List 20xx-20xx  
Big Brothers/Big Sisters, Mentor 20xx-20xx  
Intramurals (Flag Football, Softball) 20xx-20xx

## SKILLS/LANGUAGES

Languages: Spanish (Fluent), American Sign Language (Beginner)  
Technical: Adobe Suite (Photoshop, InDesign), Point of Sale System, Microsoft Excel and Access

