

Name

Email email@managment.com

Phone (555) 555-2323

EDUCATION

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

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

PROFESSIONAL EXPERIENCE

Casa Monica - Kessler Group, St. Augustine, FL May 20xx- June 20xx
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 June 20xx- October 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 June 20xx- August 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 July 20xx- August 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 AND ACTIVITIES

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

SKILLS/LANGUAGES

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



Career Development Center - www.flagler.edu/careerdevelopment - (904) 819-6286 - careerdevelopment@flagler.edu