COLLEGE OF MANAGEMENT
School of Hospitality
Resume Examples

The following samples are provided to you by **Experiential Education & Career Services** and are examples of real JWU student resumes. Reviewed by faculty and endorsed by employers, they are meant to familiarize you with the many different resume formats and styles.

Our goal is to get you started and provide ideas on how to strengthen your resume. While we know the best ideas are usually imitated, it's important that you make ***your resume your own***. The key to getting an interview is to target your resume every time you apply for a job. You must get the employers attention within 10-20 seconds by outlining what YOU can DO for THEM.

Review the section on Applicant Tracking System (ATS) found in the Undergraduate Resume Guidebook at: link.jwu.edu > jobs & internships > build your resume, to ensure your resume follows ATS rules for posting your resume to online job sites.

No matter what your major, be sure to scan through all of the examples as you're sure to find ideas in each of them to use in your own, unique resume.

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This example can be used for any Hospitality major, especially S/E/E majors, that may have limited industry relevant work experience, but that's interested in applying for an internship or entry level position. This functional style is perfect for highlighting transferable skills that would be beneficial to the position for which the student is applying.

Amy Smith

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HIGHLIGHTS OF QUALIFICATIONS:

- Experience planning events with up to 115 attendees
- Relevant courses: Concert & Event Production, Special Events; Ceremony and Protocol and Sports & Entertainment Marketing
- Well organized; excellent multi-tasking capability as well as outstanding written and verbal communication skills
- Open to re-location

EDUCATION:

Johnson & Wales University, Providence, RI
Bachelor of Science, Sports, Entertainment & Event Management Candidate, 05/2018
- **Concentrations: Entertainment Management and Casino & Gaming Operations**

GPA: 3.51/4.0

RELEVANT EXPERIENCE:

Cats Gone Wild Concert, Providence, RI 03/2016 - 05/2016
Student Volunteer/Emcee of Event
- Scheduled the talent consisting of 4 local bands
- Developed biographies of special guests and made introductions throughout the event
- Managed giveaway sections during breaks between acts
- Assisted 5 classmates with the planning and execution of event attended by over 100 guests

Sophia Academy Field Day, Providence, RI 11/2015 - 02/2016
Student Volunteer
- Attended 3 meetings with school officials to help organize and execute a talent show
- Interacted with children ages 10-13 years of age with rehearsals
- Monitored contestants' performances throughout show and co-selected a winner

OTHER EXPERIENCE:

Circle Line Sightseeing, New York, NY 05/2014 - 08/2015
Ticket Agent
- Maintained an accurate cash drawer of up to $7000
- Trained and evaluated 3 new employees in operational policies and procedures
- Communicated with over 200 people daily in a respectful and courteous manner while assisting with transactions (utilized S.T.A.R customer service technique)
- Responded to 100+ customer inquiries per day

Circle Line Sightseeing, New York, NY 05/2013 - 08/2014
Reservationist
- Booked special events for clientele, recommended and up-sold excursions to customers
- Completed various duties including filing and faxing of reservations and customers' information

HONORS, CERTIFICATIONS AND ASSOCIATIONS

- Member of the Johnson & Wales NAACP chapter 09/2014- present
- TIPS Certification 02/2014

This example can be used by any Hospitality major that has some work experience in regard to the position and industry they are applying for; this example focuses on Food & Beverage Management. This combination style resume is suggested for graduating seniors that are looking to apply for permanent positions after school. It mainly highlights industry experience, (which employers highly value), as well as relevant skills and coursework. It could also be used by a student applying for an internship as long as the student has years of related work experience.

Mary R. Stone

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HIGHLIGHTS OF QUALIFICATIONS

- Five years of food service industry experience, including large volume production
- Completed coursework in Beverage Appreciation, Spirits and Mixology Management & Hotel Food and Beverage Operations Control
- Certifications: ServSafe 02/16, TIPS 05/16
- Demonstrated leadership ability including project management and staff training

EDUCATION

Johnson & Wales University, North Miami, FL

BS, Restaurant, Food & Beverage Management — Candidate, 11/2019

AS, Culinary Arts — Degree, 05/2016

WORK EXPERIENCE

Student Assistant, Johnson & Wales University, Administration Office — 06/2016 - Present

- Complete administrative duties including faxing, filing, answering and transferring calls
- Supervise activities of 1 - 2 work-study students each shift to maintain an organized workflow
- Conceptualize and create labels for gift bags for distribution during open house events

Intern, Johnson & Wales University, Dining Hall — 09/2015 - 12/2016

- Aided teaching assistants in preparing meals for 150 students during the breakfast and lunch hours
- Prepared 100 made-to-order salads quickly and efficiently during busy lunch periods

Recreation Attendant, Johnson & Wales University, Flamingo Hall — 09/2015 - 05/2016

- Maintained recreation room to prevent property damage and to uphold university policies
- Met with resident assistants weekly to produce advertising for programs and upcoming resident events
- Enforced university policies by alerting the staff on hand if a problem arose

Supervisor, Mike's Sub Shop, Conrad, NH — 05/2014 - 08/2015

- Monitored up to 6 employees each shift and supervised performance of staff's closing duties
- Calculated and prepared nightly deposits totaling over $3,000
- Prepared hot and cold subs with ease for approximately 100 people during busy hours
- Handled and resolved customer complaints successfully as cited on customer satisfaction cards

CLUBS AND AWARDS

- Johnson & Wales University: Dean's List — 09/2014-present
- Johnson & Wales University: Special Functions Club, Communities Officer — 12/2014-05/2017
- Silver Key Honor Society Award — 05/2015
- Who's Who Among College Students Certificate — 05/2016

This example can by utilized by all Hospitality majors, however, it focuses on Travel and Tourism majors and how they can showcase their internship experiences. This combination style does not offer much relevant work experience but it does highlight the travel practicum experience, as well as the experiences of being a JWU teaching assistant. For Travel and Tourism majors, it is important to include the travel practicum, internship, term abroad and any volunteer work or club affiliations.

Michael Fitz

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EDUCATION:

Johnson & Wales University, Providence, RI
Bachelor of Science in Tourism & Hospitality Management Candidate, 05/2017

Term Abroad, Cambridge, UK
International Hospitality Career Co-op- 4 weeks 07/2015

EMPLOYMENT HISTORY:

Teaching Assistant 05/2015 – Present
T.F. Green Airport, Warwick, RI

- Train and evaluate the development of 15 college student interns every three months in customer service and professionalism at the airport information center
- Supervise intern students coordinating the inventory of brochures and contacting suppliers to refill stock
- Acted as liaison between the airport information center and all other airport entities; attending meetings and relaying pertinent information between departments, ensuring seamless communication
- Provide tourist information in a professional manner to 100 incoming passengers daily
- Ensure courteous customer service to passengers while answering phones, handling distressed passengers and giving directions

Travel Practicum Intern 12/2014 – 05/2014
Johnson & Wales University, Providence, RI

- Mastered the history of Rhode Island and its forefathers in order to give 10-15 detailed tours each day at the Rhode Island State House
- Greeted and assisted passengers and guests in person and by phone: collected and distributed pamphlets and information on local attractions and entertainment venues
- Learned the mechanics of the transportation industry, including data input and intercontinental phone communication, as an administrative assistant at Collette Vacations
- Assisted in facilitating a convention, hosting 200 participants, while also working at the tourist information center for the Rhode Island Visitors Convention and Visitors Bureau
- Planned and facilitated a day tour for 23 people in Peru which included dining, site-seeing excursions and hotel accommodations

Sales Associate (seasonal) 06/2013 – 12/2014
Target, Farmington, CT

- Greeted and assisted customers while exceeding customer satisfaction, which is reflected in comment cards and customer satisfaction surveys
- Handled transactions and tracked sales by maintaining an accurate cash drawer of at least $500.00 per shift

AWARDS AND ACTIVITIES:

- TIPS Certified 11/2014
- Silver Key Honors Society 05/2015-Present
- Johnson & Wales University Travel and Tourism Club 09/2015-Present
- Volunteers In Public Schools Inc.: tutored inner city children weekly 03/2015-Present

This resume example is written for a Hotel Management student; however, it can be used by all Hospitality majors depending on their level of relevant experience in regards to the position for which they are applying. This resume showcases relevant work experience as well as education. It represents a resume of a student that is about to graduate applying for a permanent position in the field. It can also be used by a student applying for an internship as long as the student has years of related work experience.

SAMUEL SMITH

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EDUCATION

Johnson & Wales University, Providence, RI
Bachelor of Science: *Hotel & Lodging Management* Candidate, 05/2017
Concentration: *Resort Management*
Dean's List, GPA 3.68/4.0

PROFESSIONAL HISTORY

Hilton Hotel, Boston, MA
Front Desk Agent 01/2016 - Present

- Register over 150 check-ins and check-outs on an average PM shift
- Facilitate the requests of Hilton Honors guests and groups that frequent the property
- Manage a $250 bank daily and post various charges including gift shop purchases and room charges
- Collaborate with concierge, valet, housekeeping and engineering to meet the needs of the guests

MGM Grand at Foxwoods Resort & Casino, Mashantucket, CT
Intern – Rotation in Operations Department 09/2015 -11/2015

- Serviced and maintained all levels of guest rooms and suites as a guest room attendant
- Oversaw teams of up to eight guest room attendants with 36 rooms per floor
- Scheduled various service appointments as a spa receptionist at the luxurious G-Spa
- Offered exceptional service to business executives, high-ranked gamers and long standing guests
- Supervised 3-12 staff members during day, swing, and grave shifts as a front desk manager
- Assisted the director of hotel operations in creating and executing a plan to encourage guests to become preferred card members

Beach Resort, Stonybrook, CT
Guest Service Agent 05/2013 - 01/2015

- Coordinated transportation for guests and business groups such as Sony BMG, Pfizer Medical Group and the National Football League as a concierge agent
- Provided luggage assistance and a tour of the resort to 10-20 guests daily
- Answered phone calls as a PBX Operator and transferred calls to over 70 lines
- Generated front office reports related to room revenue, daily events and discrepancy and maintenance

SKILLS & CERTIFICATIONS

- Computer Skills: MegaSys, Opera, Fidelio, Envision & Epitome Property Management System
- Certifications: Food Safety Manager Certified and CPR Certified by the Red Cross (Child & Adult)
- Ambitious, devoted college student with two years of experience and knowledge customer service

OTHER ACCOMPLISHMENTS

- International Special Events Society RI Chapter member 2015 - Present
- National Student Organization's Leadership Academy Young Leaders award May 2014
- National Student Organization-Leadership & Competitive Events Academy Sept. 2014 - Present
- *"Who's Who in Americas Colleges & Universities"* 2015