

Resume Sample (Hospitality Management)

Im A. Spartan

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OBJECTIVE: Seeking a position in the Special Event Management Team

EDUCATION

B.S. Hospitality Management, Expected Graduation Month 20xx
San Jose State University, San Jose, CA, GPA: List if a 3.0 or above (optional)

RELATED COURSEWORK: Restaurant Management, Hotel & Lodging Operations, Hospitality Leadership & Management, Event Planning

PROJECTS

Bold the title of the Project, SJSU, dates worked on

- Did you work in a group or individually AND what was the purpose of the project?
- Include more detail about a major component of the project OR your unique role
- Describe the results of the Project or what you learned

EXPERIENCE

Front Desk & Guest Services Coordinator, The Family Hotel & Suites, Anytown, CA May 20xx-Present

- Maintain upscale environment for all hotel guests and conference patrons by coordinating with maintenance, housekeeping and outside vendors.
- Train and monitor new hires on daily front desk processes and operations.
- Provide excellent customer service by listening to customers' concerns and resolving issues.
- Coordinate conference and meeting space allocation based on needs and handle event planning issues.
- Recognized for excellent customer service skills and recipient of the STAR Employee of the month award.

Operations Volunteer, San Jose Jazz Festival, Anytown, CA August 20xx

- Assisted event planner with training and supervising over 20 volunteers.
- Set up and maintained beverage booths.
- Scanned and tracked tickets to assist with balancing cash and credit ledgers.
- Provided outstanding customer service to over 500 guests by providing them with event information/directions.
- Maintained accurate records of volunteer database by inputting information into Excel database.

SKILLS

- ServSafe Food Protection Manager Certified
- Recognized by managers for excellent customer service and conflict resolution skills
- Strong leadership skills and the ability to work well within a team environment
- Bilingual in Spanish and English
- Computer skills: MS Word, PowerPoint, PeopleSoft, Excel, Adobe suite

ACTIVITIES

Member, Hospitality Management Club, SJSU 20xx-Present

Co-Founder and President, Cultured Youth 20xx-Present

- Organize and plan trips for up to 20 teens to museums, plays and community theatre.