

Resume Sample (Hospitality Management)

Im A. Spartan

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OBJECTIVE

Seeking a position in the Special Event Management Team

EDUCATION

B.S., Business Administration, Concentration in Hospitality, Tourism & Event Management May 20XX

San Jose State University, San Jose, CA, GPA: 3.7

Relevant Coursework: Hotel Catering and Banquet Management, Resort & Club Management, Strategic Management

Certifications

ServSafe Food Manager July 20XX

ServSafe Food Handler June 20XX

PROJECT EXPERIENCE

Hotel Convention Plan Project, SJSU January 20XX - May 20XX

- Collaborated with a team of 3 peers to develop a budget and project plan for a three-day hotel convention on healthy vegan food for up to 10,000 guest
- Utilized Canva to create mock-ups of branding assets including the convection logo and promotional flyer
- Presented project proposal via Zoom to professor and 40+ peers, leading to positive feedback and grade on final submission

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 - August 20XX

- Assisted event planner with successfully training and supervising over 20 volunteers
- 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
- Set up and maintained beverage booths in order to ensure refreshments were available to attendees
- Scanned and tracked tickets to assist with balancing cash and credit ledgers

ACTIVITIES

Member, Hospitality Management Club, SJSU January 20XX - Present

Co-Founder and President, Cultured Youth August 20XX - Present

SKILLS

Languages: Bilingual in English and Spanish

Technical: MS Word, MS Excel, MS PowerPoint, PeopleSoft, Adobe Suite, Zoom, Canva, Google Suite