

Holly Hotel

Ames, Iowa | 555.793.1212 | xxx@iastate.edu

EDUCATION

Iowa State University, Ames, Iowa

Bachelor of Science: Hospitality Management | May 20XX

Certifications: ServSafe Alcohol, ServSafe Food Handler

HOSPITALITY EXPERIENCE

Intern, *XXX Hotel (AAA 4-diamond property)*, City, State | Summer 20XX

- Completed rotations with concierge, sales, catering, food and beverage departments
- Worked with managers to prepare reports and execute daily managerial duties
- Solicited new and supported existing accounts through cold calling and property visits
- Assisted in coordinating meetings, weddings, and offsite catering events
- Supervised set up and food services for 25+ meetings and special events
- Maintained liquor controls and monitored alcohol service at the lobby bar and weddings

Guest Service Representative, *XXX Conference Center*, City, State | May 20XX - May 20XX

- Supervised 15 staff members during morning and afternoon shifts
- Trained 8 new front desk employees on proper procedures
- Registered and settled guest's accounts
- Addressed and resolved guest's requests and complaints
- Booked group and individual reservations in XYZ system

Conference Services Supervisor, *XYZ Company*, City, State | January 20XX - May 20XX

- Supervised set up and teardown of meeting rooms
- Designed set up layouts for meetings and events by using XYZ software
- Operated video and audio equipment

Conference Services Staff, *XYZ Company*, City, State | Summer 20XX

- Assisted with designing venue layouts for 15 events
- Utilized customer service skills by exhibiting welcoming attitude

LEADERSHIP DEVELOPMENT AND ACTIVITIES

Picnic Co-Chair, *ISU College of Human Sciences Council* | Fall 20XX - Present

- Plan and execute a college-wide welcome back event serving 900+ people
- Graduating Student of the Year Award Committee, Co-Chair, Spring 20XX

Entertainment Coordinator, *Dallas County Fair* | Summer 20XX

- Managed contracts for pyrotechnic show, BMX riders, and two carnivals
- Oversaw a \$55,000 budget for events

VOLUNTEER EXPERIENCE

People to People Career Fair, Promotions Coordinator | Fall 20XX

Special Olympics National Games, Volunteer | Summer 20XX