

# RESUME #142

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## OBJECTIVE

Seeking full time front office position in the hospitality industry

## EDUCATION

Niagara County Community College

**Hospitality Management A.A.S.**

*Hospitality Student of the Year 2018*

Graduate-May 2018

## SUMMARY

- 7 years' experience in the hospitality industry
- Thorough understanding of the operational procedures of the hospitality industry
- Trained to recognize quality standards as they apply to lodging and food service
- Proficient in the technical skills required in the hotel industry
- Ability to problem solve and resolve customer complaints
- Excellent oral and written communications

## WORK HISTORY

Spring 2018

### **Hospitality Internship**

**Niagara Falls, NY**

- Inspect guest rooms, public areas and grounds for cleanliness and appearance
- Ensure company standards for guest services, décor and housekeeping are met
- Respond to guests questions about hotel policies and services
- Coordinate front office activities of hotel
- Cash handling, credit card processing

2011 – present

### **Customer Service**

**Maid of the Mist**

**Niagara Falls, NY**

- Responsible for balancing cash drawers at shift change
- Prepare bank deposits and change orders
- Inventory and restocking

2009 – 2011

### **Front Desk Clerk**

**Super 8 Motel**

**Niagara Falls, NY**

- Process reservations and assign rooms
- Clean and maintain rooms
- Breakfast server
- Laundry duties