

Terri Tourist

600 Park Street
Hays, KS 67601

785-555-5555
tourist.terri@gmail.com

OBJECTIVE

To obtain a challenging position in Hotel Management, where my organizational skills and education background will be valuable assets

EDUCATION

Bachelor of Business Administration, May 2017

Major: **Tourism and Hospitality Management**

Fort Hays State University, Hays, KS

GPA 3.75 on 4.0 scale

QUALIFICATIONS/SKILLS

- Strong analytical, organizational, problem solving, and interpersonal skills
- Teamwork, communication, leadership, and time management skills
- Computer experience with Microsoft Office, Dreamweaver, Internet Explorer, and Firefox

RELEVANT COURSEWORK

- Tourism and Hospitality Marketing
- Service Operations
- Hotel and Resort Management
- Business Law
- Business Policy
- International Hospitality

WORK EXPERIENCE

Desk Clerk, September 2015-Present

Fairfield Inn, Hays, KS

- Answer phones and make reservations
- Check guests in and out
- Clean and organize hotel and rooms for guests

Office Assistant, August 2014-December 2015

Kelly Center, Fort Hays State University, Hays, KS

- Answered phones and made appointments
- Copied, filed, and made packets for supervisors

Crew Member, May 2014-August 2014

Wendy's Restaurant, Hays, KS

- Stocked food
- Prepared food for customers
- Cleaned restaurant daily

REFERENCES

Available upon request

Holly Hospitality

600 Park Street
Hays, KS 67601

785-555-5555
hospitality@gmail.com

EDUCATION

B.B.A. Tourism and Hospitality Management, December 2016
Fort Hays State University, Hays, KS
GPA 3.5 on a 4.0 scale

QUALIFICATIONS

- Computer experience with Adobe Photoshop, InDesign and Pagemaker; Microsoft Word, Excel, Access, and PowerPoint
- Excellent leadership, teamwork, communication, organization, and time management skills

INTERNSHIP

Assistant to the Event Coordinator, January 2015-Present
Downtown Hays Development Corporation, Hays, KS

WORK EXPERIENCE

Office Assistant, August 2014-Present
Registrar Office, Fort Hays State University, Hays, KS

Cashier, August 2013-July 2014
Wal-Mart, Hays, KS

Clerk and Hostess, Summers 2012-2013
Wilson Lake, Wilson, KS

HONORS/ACTIVITIES

Alpha Kappa Psi Business Fraternity
Management & Marketing Club
Freshman Orientation Advisor
Fort Hays State University Dean's Honor Roll

VOLUNTEER EXPERIENCE

Tigers in Service
Big Brothers Big Sister
Sternberg Museum Tour Guide

REFERENCES

Available upon request

Jesse Kendall

123 Hall Street
Hays, KS 67601

(123) 456-7890
jkendall@scatcat.fhsu.edu

EDUCATION

Bachelor of Business Administration, May 2016
Major: **Travel and Hospitality Management**
Fort Hays State University, Hays, KS

QUALIFICATIONS

- Efficient manager and team player
- Strong problem solving, communication, and team management skills
- Computer experience with Microsoft Word, Excel, Access, and PowerPoint

RELEVANT COURSEWORK

- Tourism and Hospitality Marketing
- Hotel and Resort Management
- Management of Small Business
- Service Operation
- Meetings, Conventions, and Events Management
- International Hospitality: Problems and Planning

WORK EXPERIENCE

General Manager, January 2015 - present
Days Inn Hotel, Hays, KS

- Hold full P&L responsibility as general manager, oversee scheduling, hiring, and training operations, supervise management of housekeeping, front office, reservations, sales/marketing, banquets, security, and building/grounds maintenance at four locations, staff accountability for 20 employees
- Strengthened quality performance levels across the properties, resulting in top 10% status within company and overall performance increase of 91%, surpassing company average of 55%
- Earned recognition of senior management on consistent basis for excellent performance
- Conceptualized and implemented Disaster Help Program for individuals and families in need of immediate disaster relief assistance

Front Desk Attendant, February 2012-August 2014
Motel 6, Hays, KS

- Performed wide variety of job duties, including front desk/reservations, concierge, PBX, banquet houseman, and banquet serving on behalf of full service hotel and restaurant with banquet facilities

INTERNSHIP

Intern, Fall 2014
Hampton Inn Hotel, Hays, KS

- Gained hands-on knowledge and experience in front desk, housekeeping, security, restaurant, laundry, and engineering operations

REFERENCES

Available Upon Request