# **Objective**

Seeking to build a career within the hospitality industry, using my present knowledge gained from my completed associates degree in business administration and my bachelors of hospitality management along with extensive experience obtained from within the work force. Guaranteed to use myself to make the company prosper and continue its success through proper leadership, commitment, and dedication to excellence.

# **Experience**

## *Local Chop and Grill House* (Harrisonburg, VA 540.801.0505) 11/2014 – Current

* Ensuring each guest is given a superb dining experience though exceptional service, extensive menu knowledge, and building a rapport throughout the duration of their visit
* Lead by example by completing all necessary side work, helping others whenever able, and conducting thyself professionally at all times
* Leaving a remarkable first and last impression upon each guest when working Valet to showcase to guests we truly value their business in every aspect of the restaurant

## *The Home Depot* (Harrisonburg, VA 540.438.8887) 03/2014 – 11/2014

* One of three employees within my department ensuring to conduct daily and weekly duties which ensures profitability and efficiency for our store with minimal to no direct supervision
* Use prioritization and time management to effectively disperse duties among my shift to guarantee completion of necessary tasks
* Maintain computer based training courses to ensure knowledge of past, present, or new products and(or) promotions

## *SpringHill Suites by Marriott* (Ashburn, VA 703.723.9300) 05/2014 – 08/2014

* Supervisory internship where I was cross trained in each and every aspect of the property with an emphasis on Front Office Operations
* Reviewed contingency and rooming reports numerous times throughout each shift to ensure accuracy within the system and correct room status
* Addressed guest complaints and concerns immediately to ensure high guest satisfaction scores while guaranteeing that a reoccurrence of these does not persist

## *Holiday Inn* (Harrisonburg, VA 540.433.2521) 08/2013 – 03-2014

* Guest Services Representative interacting with the guest from pre-arrival to departure, conducting elaborate PMS use
* Treat each guest with superb customer service making their stay my priority, doing whatever it takes to produce a pleasant stay
* Ensure that each guest is correlated to the correct room type along with desired form of payment with updated billing information on file

## *ARAMARK-JMU* (Harrisonburg, VA 540.568.3103) 08/2013 – 12/2013

* Working in numerous dining locations on campus to obtain a firm grasp of each aspect pertaining to the Food and Beverage Industry
* The constant changing of location and position helps me to grasp the hospitality industry characteristic of “Continuous Growth” and ability to adapt to new and differing scenarios which produce unique tasks/obstacles

## *Foti’s Fine Dining Restaurant* (Culpeper, VA 540.829.8400) 08/2012 - 08/2013

* “Front Server” which consisted of knowing each item listed on menu, wine pairings, alcohol and food literacy, while providing each guest with flawless service to build a lasting impression guaranteeing their return to dine with us on numerous additional occasions.
* Oversaw half of the dining room, seeing that no service points fell behind and everyone followed through on their tasks while constantly working together as a team
* Maintain all guest receipts to ensure proper close out and the end of each shift, reviewing tip percentage each shift which should average at least twenty percent of each bill

# **Education**

## *James Madison University* (3.82 GPA) 08/2013 – 05/2014

Transferred into James Madison University as a junior to earn my Bachelors degree in Hospitality Management. Inducted into Eta Sigma Delta International Hospitality Management Honors Society along with the JMU HonorsSociety.org program. Academic scholarship recipient for both years demanding me to stay dedicated to academic excellence as well as maintaining a respectable character within the community to represent our school with dignity.

## *Lord Fairfax Community College* (3.94 GPA) 08/2011 – 05/2013

Earned my Associates of Business Administration. Graduated Summa Cum Laude. Vice President of National Honors Society of our campus’ chapter. Presidents list every semester. Scholarship recipient both years.

# **Certifications and Skills**

**TIPS, ServSafe, Cvent Supplier Network, Computer Literacy, Communication, Provides Well Thought-Out Solutions, Motivates Others, Identifies Problems and Finds Effective Solutions, Develops Goals and Strategies, Demonstrates Time Management, Surpasses Expectations, Conveys Professionalism, Leadership Management, Dedication to Excellence**