

# **HI**REJWU

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## COLLEGE OF HOSPITALITY

### MAJORS:

**Food Service Management (B.S.)**  
**Food & Beverage Industry Management (B.S.)**  
**Hotel & Resort Management (B.S.)**  
**Hotel & Lodging Management (B.S.)**  
**Residential Hospitality Management (B.S.)**  
**Sports, Entertainment, Event — Management (B.S.)**  
**Tourism & Hospitality Management (B.S.)**  
**Global Tourism & Sustainable Economic Development (M.S.)**



# HIREJWU

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## COLLEGE OF HOSPITALITY MANAGEMENT

### Resume Examples

Brought to by: **Experiential Education & Career Services**

The following samples are examples of real JWU student resumes that will familiarize you with the many different resume formats and styles.

Our goal is to get you started and provide ideas on how to strengthen your resume. We are providing samples here. It is important that you make **your resume your own**. The key to getting an interview is to target your resume when applying for a job or internship. You must get the employer's attention within **6 – 7** seconds by outlining what YOU can DO for THEM.

Review the section on Applicant Tracking System (ATS) found in the Undergraduate Resume Guidebook at: [link.jwu.edu>jobs & internships>build your resume](http://link.jwu.edu>jobs & internships>build your resume), to ensure your resume follows ATS rules for posting your resume to online job sites.

No matter what your major, be sure to scan through the entire resume examples, as you are sure to find ideas in each of them to use in your own, unique resume.

**Note:** These resumes are samples. If your major is not represented in the samples, please work with an EE&CS Advisor to assist you.

### RESUME TIPS:

#### Most Common Resume mistakes:

1. **Misspelling JWU:**
  - Johnson and Whales University = Johnson & Wales University
2. **Incorrectly stating your degree:**
  - a. Bachelors in = Bachelor of Science;
  - b. Associates of = Associate in Science;
3. **Using “ I “ in your job bullet statements: Start with action verb and be sure your action verb agrees with job status – present tense for current job, past tense for past job**
  - a. I created report = Created report for...
  - b. I schedule events = Schedule events to...
4. **Listing jobs in the incorrect order:**
  - a. Most recent Jobs are listed first
5. **Resume must fit on one page**
6. **Font sizes:**
  - a. **Your Name: font size: 18 – 26**
  - b. **Resume content: font size: 11 – 12**



## YOUR NAME

City, ST • (555)555-5555 • [www.linkedin.com/in/fnameiname](http://www.linkedin.com/in/fnameiname) • [youremailaddress@xxx.com](mailto:youremailaddress@xxx.com)

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### HIGHLIGHTS OF QUALIFICATIONS

- Proven time management skills; able to adjust quickly in a high stress environments
- Hired, trained and supervised 6 full-time staff members on all company policies and kitchen procedures
- Manage below budget expenses through plating, purchasing and cost-effective operating procedures
- ServSafe Food Safety & Sanitation Management Certification: mm/yyyy
- ServSafe Alcohol Certification: mm/yyyy

### EDUCATION

**Johnson & Wales University** City, ST  
 Bachelor of Science: **Food Service Management** Degree, mm/yyyy  
 Associate in Science: Culinary Arts Degree, mm/yyyy

### WORK EXPERIENCE

**La Parfait Paris** City, ST  
**Lead Cook** mm/yyyy – mm/yyyy

- Adhered to and establish control procedures for food cost, quality and sanitation schedule
- Improved kitchen operations by completing kitchen equipment work orders
- Maintained the highest quality and appearance of all food sent from kitchen

**Harumama** City, ST  
**Line cook/ Apprentice Itamae** mm/yyyy – mm/yyyy

- Dedicated to the delivery of exceptional Japanese Cuisine whilst executing in an open kitchen
- Liaise daily with lead Sushi chef to ensure items are fully stocked and properly prepared
- Maintain cleanliness and proper rotation of products following HACCP regulations

**La Parfait Paris** City, ST  
**Lead Cook** mm/yyyy – mm/yyyy

- Adhered to and establish control procedures for food cost, quality and sanitation schedule
- Improved kitchen operations by completing kitchen equipment work orders
- Maintained the highest quality and appearance of all food sent from kitchen

**East Hampton Grill** City, ST  
**Line Cook/Food Prep/Dishwasher** mm/yyyy – mm/yyyy

- Promoted to line cook sauté position for working to continuously insure the standards of food quality have been met in accordance to kitchen recipe standards
- Prepared meats, poultry and vegetables for daily lunch and dinner services complying with both nutritional and safety laws after a quick promotion from dish sanitation.

**Artist Point Walt Disney World Resort** City, ST  
**Line Cook** mm/yyyy – mm/yyyy

- Prepared food in accordance to the chef and sous chef standards for buffet style dining
- Strictly followed safety regulations while using the 3 industrial kettles, pizza ovens and fryers
- Organized all culinary aspects of private kitchen including work stations, restocking, and prep list

## Your Name

www.linkedin.com/in/fnameIname • 555-555-5555 • youremailaddress@xxx.com

### Highlights of Qualifications

- **Certifications:** Food Safety and Sanitation Management, Dining Room, Social Media Management, ServSafe Food Handling, Allergen Awareness, ServSafe Alcohol
- **Course Work Completed:** Technology in the Food and Beverage Industry, Beverage Appreciation, Food Service Operations, Food Service and Hospitality Strategic Marketing and Food and Beverage Strategy and Logistics
- **Customer Service:** Four years, front and back of the house experience

### Education

**Johnson & Wales University** City, ST  
 Bachelor of Science: **Food & Beverage Industry Management** Degree, mm/yyyy

### Experience

Governor's Country Club City, ST  
**Assistant Food & Beverage Manager** mm/yyyy – Present

- Manage all clubhouse Food & Beverage operations for 300 member private club
- Create and implement accounting and cost control operations
- Train staff of 50 on service, kitchen procedures and State of FL sanitation standards
- Assist Executive Board and House Committee on streamlining all in-house procedures involving food purchasing, event scheduling, hiring and training

The Spring House City, ST  
**Dining Room Manager** mm/yyyy – Present

- Manage wait staff scheduling and duties
- Greet and direct customers to assigned tables while maintaining organized dining room operations
- Answer telephone, took reservations and prepared and organized to-go orders

Harry's Burger Bar City, ST  
**Server** mm/yyyy – mm/yyyy

- Served approximately 75 patrons per shift in fast and accurate manner
- Managed bar area; prepared all alcohol beverages for wait staff orders
- Ran food and bussed tables as needed to foster team spirit in busy restaurant

The Cloud Social Rooftop Bar City, ST  
**Hostess/Bar-Back** mm/yyyy – mm/yyyy

- Organized on-line and telephone reservations, seated customers, delivered water and bread to tables
- Restocked liquor and cut garnishes for beverages while helping prepare drinks

### Organizations

JWU JBrew Club, Member mm/yyyy – Present  
 Alpha Sigma Tau, Member mm/yyyy – Present  
 Walking School Bus, Volunteer mm/yyyy – mm/yyyy

## YOUR NAME

(555)555-5555 • www.linkedin.com/in/fnameName • youremailaddress@xxx.com

### EDUCATION

Johnson & Wales University City, ST  
**Bachelor of Science: Hotel & Resort Management** Candidate, mm/yyyy  
Concentration: Resort Management  
Dean's List, GPA 3.7/4.0

### PROFESSIONAL HISTORY

**Hilton Hotel** City, ST  
**Front Desk Agent** mm/yyyy – Present

- Register over 150 check-ins and check-outs on average PM shift
- Facilitate requests of Hilton Honors guests and groups that frequent the property
- Manage a \$250 bank drawer daily and post various charges including gift shop purchases and room charges
- Collaborate with concierge, valet, housekeeping and engineering to meet the needs of the guests

**MGM Grand at Foxwoods Resort & Casino** City, ST  
**Intern – Rotation in Operations Department** mm/yyyy – mm/yyyy

- Serviced and maintained all levels of guest rooms and suites as a Guest Room Attendant
- Oversaw teams of up to eight guest room attendants with 36 rooms per floor
- Scheduled various service appointments as a Spa Receptionist at the luxurious G-Spa
- Offered exceptional service to business executives, high-ranked gamers and long-standing guests
- Supervised 3-12 staff members during day, swing, and grave shifts as a Front Desk Manager
- Assisted hotel Director of Operations in creating and executing a plan to encourage guests to become preferred card members

**Beach Resort** City, ST  
**Guest Service Agent** mm/yyyy – mm/yyyy

- Coordinated transportation for guests and business groups such as Sony, Pfizer Medical Group and the National Football League
- Provided luggage assistance and resort tours to 10-20 guests daily
- Answered phone calls as a PBX Operator and transferred calls to over 70 lines
- Generated front office reports related to room revenue, daily events and discrepancy and maintenance

### HONORS, SKILLS & CERTIFICATIONS

- JWU Dean's List yyyy – Present
- National Student Organization – Leadership Academy Young Leaders Award mm/yyyy
- *“Who's Who in Americas Colleges & Universities* mm/yyyy
- **Computer Skills:** MegaSys, Opera, Fidelio, Envision & Epitome Property Management System
- Food Safety & Sanitation Management Certification mm/yyyy
- Red Cross CPR Certified (Child & Adult) mm/yyyy

### ORGANIZATIONS

- International Special Events Society, RI Chapter Member yyyy – Present

# Hotel & Lodging Management (B.S.)

## YOUR NAME

(555)555-5555

City, ST • [www.linkedin.com/in/fnameiname](http://www.linkedin.com/in/fnameiname) • [youremailaddress@xxx.com](mailto:youremailaddress@xxx.com)

### HIGHLIGHTS OF QUALIFICATION

- Possess over 4 years Hospitality industry experience
- Strong organizational, oral and written communication skills and excellent multi-tasking capability

### EDUCATION

Johnson & Wales University

Bachelor of Science, **Hotel & Lodging Management**

JWU Study Abroad, Florence, Italy

City, ST

Candidate, mm/yyyy

mm/yyyy

### PROFESSIONAL EXPERIENCE

#### Hilton Providence

*Guest Service Agent*

City, ST

mm/yyyy – mm/yyyy

- Analyzed daily logs to determine day's events in order to best accommodate all guests and employees
- Assisted fellow team members and other departments wherever necessary to maintain positive working relationships
- Ensured every guest is satisfied within check in and check out, especially the high status Hilton Honors members
- Answered nearly 40 guests and staff phone calls per shift and direct them to appropriate parties

#### Hilton Woodcliff Lake

*Guest Service Agent*

City, ST

mm/yyyy – mm/yyyy

- Executed a positive guest experience by using Make It Right and Hilton Empowerment guidelines
- Worked in a fast paced environment while still delivering customer satisfaction and accurate billing
- Used interdepartmental communication and teamwork to meet Hilton SALT score goals for each month
- Trained for OnQ Property Management System

#### Hilton

*Restaurant/ Cocktail/ Room Service Server*

City, ST

mm/yyyy – mm/yyyy

- Set up and delivered approximately 20-30 orders per shift according to company guidelines
- Maintained proper sanitation procedures at the start and end of each shift
- Promoted menu items by making recommendations, served food and drinks, processed payments within restaurant POS system
- Turned in all cash and accounting reports at the end of each shift according to restaurant procedures

### ASSOCIATIONS AND VOLUNTEER SERVICE

- President, Alpha Sigma Tau mm/yyyy
- Vice President of Membership Development, Alpha Sigma Tau mm/yyyy
- CHAARG Event Coordinator mm/yyyy
- Director of Events, Alpha Sigma Tau mm/yyyy
- National Society for Minorities in Hospitality, Member mm/yyyy

## Your Name

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### SKILLS & QUALIFICATIONS

- 4 years hospitality industry experience
- Public speaking and sales-oriented
- Knowledge of fair-housing laws, diversity & inclusion, and risk management
- Computer: Word, Excel, Customer Service Relationship Database, Social Media Platforms

### EDUCATION

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**Johnson & Wales University** City, ST  
Bachelor of Science, **Residential Hospitality Management** Candidate, MM/YYYY

### WORK EXPERIENCE

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**River House Apartments** City, ST  
**Leasing Consultant Intern** mm/yyyy – mm/yyyy

- Contacted prospective clients through the Customer Relationship Management Database: Entrata
- Led clients on tours of the community and specific floorplans
- Addressed potential residents' rental property questions and informed clients of leasing opportunities
- Executed events for existing residents
- Worked closely with maintenance, general manager for overall upkeep of property

**Johnson & Wales University, Student Engagement Office** City, ST  
**Leadership Engagement Assistant** mm/yyyy – mm/yyyy

- Planned, implemented and executed virtual events to support Leadership Engagement initiatives
- Support the logistics and creativity of social media posts to engage First-Year students
- Assisted with the created of advertising across multiple platforms to promote virtual events

**Johnson & Wales University, Fraternity & Sorority Life Department** City, ST  
**Office Assistant** mm/yyyy – mm/yyyy

- Answered phone calls, greeted visitors and answered Greek Life related questions
- Assisted with the creativity and execution of Greek Life events
- Planned and organized Greek council, FSLT, Order of Omega meetings
- Processed documents and required forms to support Greek organizations

### COMMUNITY INVOLVEMENT

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**Alpha Upsilon Chapter of Delta Phi Epsilon:** Member: Diversity & Inclusion Chair, Risk Management Coordinator mm/yyyy - mm/yyyy  
**Fraternity & Sorority Leadership Team:** Vice Head Chair mm/yyyy – mm/yyyy

## Your Name

(555)555-5555 • City, ST • www.blogger.us/ www.linkedin.com/in/fnameiname • youremailaddress@xxx.com

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### HIGHLIGHTS OF QUALIFICATIONS

- Experience planning events with up to 115 attendees
- Relevant courses: Concert & Event Production, Special Events; Ceremony and Protocol and Sports & Entertainment Marketing
- Well organized; excellent multi-tasking capability as well as outstanding written and verbal communication skills

### EDUCATION

Johnson & Wales University

City, ST

**Bachelor of Science, Sports, Entertainment & Event Management**

Candidate mm/yyyy

### RELEVANT EXPERIENCE

**Cats Gone Wild Concert**

City, ST

*Student Volunteer/Emcee of Event*

mm/yyyy – mm/yyyy

- Scheduled the talent consisting of 4 local bands
- Developed biographies of special guests and made introductions throughout the event
- Managed giveaway sections during breaks between acts
- Assisted 5 classmates with the planning and execution of event attended by over 100 guests

**Sophia Academy Field Day**

City, ST

*Student Volunteer*

mm/yyyy – mm/yyyy

- Attended 3 meetings with school officials to help organize and execute a talent show
- Interacted with children ages 10-13 years of age with rehearsals
- Monitored contestants' performances throughout show and co-selected a winner

### OTHER EXPERIENCE

**Circle Line Sightseeing**

New York, NY

*Ticket Agent*

mm/yyyy – mm/yyyy

- Maintained an accurate cash drawer of up to \$7000
- Trained and evaluated 3 new employees in operational policies and procedures
- Communicated with over 200 people daily in a respectful and courteous manner while assisting with transactions (utilized S.T.A.R customer service technique)
- Responded to 100+ customer inquiries per day

**Circle Line Sightseeing**

New York, NY

*Reservationist*

mm/yyyy – mm/yyyy

- Booked special events for clientele, recommended and up-sold excursions to customers
- Completed various duties including filing and faxing of reservations and customers' information

### ASSOCIATIONS and CERTIFICATIONS

- Johnson & Wales University NAACP Chapter, Member
- TIPS Certification

mm/yyyy – Present

mm/yyyy



# Sports, Entertainment & Event Management (B.S.)

## Your Name

City, ST | (555) 555-5555 | [www.linkedin.com/in/fnameiname](http://www.linkedin.com/in/fnameiname) |  
youreemailaddress@xxx.com

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### Highlights of Qualifications

- Excellent time management and multi-tasking skills
- Ability to work well in a fast-paced, high-pressure environment
- Learns new concepts quickly and efficiently

### EDUCATION

**Johnson & Wales University** City, ST  
Bachelor of Science, Sport, Entertainment, and Event Management Degree, mm/yyyy

**Relevant coursework:** The Business of Sports, Event and Venue Management, The Business of the Entertainment Industry, Ancillary Services and Revenue Management, New Media Literacy, and International Sports, Entertainment,

### EXPERIENCE

**iDEKO** City, ST  
**Permitting & Logistics Manager** mm/yyyy - Present

- Apply and file needed event permits for contracted events and activations
- Prepare event documents for submissions to city agencies
- Manage communication with city agencies, community partners, BIDS, and clients
- Research venue location and feasibility for incoming events/activations
- Manage event calendars for both VP and Director of Permitting & Logistics
- Handle all billing and the creation of SOW/PSA

**AR/Billing Coordinator** mm/yyyy - mm/yyyy

- Maintained an accurate and up-to-date AR
- Created, input, and tracked project budgets in database
- Managed vendor portals
- Communicated with account manager, producers, and accounting department for all payments and outstanding AR

**Production Intern** mm/yyyy - mm/yyyy

- Assisted in the coordination of day-to-day aspects of multiple projects
- Put together production-related materials (included but not limited to permits, production schedules, vendor information, on-site contact sheet, etc.)
- Learned backend system and enter all new events/activations

## Your Name

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### Education

#### JOHNSON & WALES UNIVERSITY

Bachelor of Science, **Sports, Entertainment, and Event Management**  
GPA: 3.75

City, ST  
Candidate, mm/yyyy

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### Work Experience

Pawtucket Red Sox | AAA Affiliate of the Boston Red Sox

City, ST

#### Community Relations Intern

mm/yyyy – mm/yyyy

- Assisted in organizing pre-game entertainment including; parades, dance performances, and national anthem performances
- Organized in-game promotions by selecting contestants for between inning promotions and games
- Managed promotions each half inning for games
- Attended specific non-game day events to assist in operations including groundbreaking ceremony in Worcester, sponsor batting practices, The PawSox Foundation fundraising events, and non-baseball related promotional events

Applause App Quality, Inc.

City, ST

#### Sales Intelligence Analyst

mm/yyyy – mm/yyyy

- Researched potential new accounts and contacts using Salesforce
- Updated company's database with any change in account information
- Monitored public funding events and compiled them into daily reports

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### Related Work Experience

Xaverian Brothers High School

City, ST

#### Lacrosse Coach

mm/yyyy – Present

- Head coach of Freshman team, assistant coach of Varsity
- Responsible for daily practices, and games twice a week
- Provided training, motivation and leadership for group of twenty-five students

Pawtucket Red Sox

City, ST

#### Dining on the Diamond Assistant

mm/yyyy – mm/yyyy

- Assisted in operations of on-field dining experience, "Dining on the Diamond"
- Engaged directly with fans to enhance their experience
- Adapted quickly to work conditions created by pandemic

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### Skills & Qualities

**Technical:** Proficient in Salesforce, Logic Pro X, Microsoft Office, Microsoft Access,

**Interpersonal:** Excellent communication skills, works well both individually and in groups

# Tourism & Hospitality Management (B.S.)

## Your Name

(555)555-5555

City, ST | [www.linkedin.com/in/fnameiname](http://www.linkedin.com/in/fnameiname) | [youremailaddress@xxx.com](mailto:youremailaddress@xxx.com)

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### **EDUCATION:**

Johnson & Wales University

**Bachelor of Science; Tourism & Hospitality Management**

Term Abroad, Cambridge, UK

City, ST

Candidate, mm/yyyy

mm/yyyy

### **EMPLOYMENT HISTORY:**

**Teaching Assistant**

T.F. Green Airport

**mm/yyyy – Present**

City, ST

- Train and evaluate the development of 15 college student interns every three months in customer service and professionalism at the airport information center
- Supervise intern students coordinating the inventory of brochures and contacting suppliers to refill stock
- Acted as liaison between the airport information center and all other airport entities; attending meetings and relaying pertinent information between departments, ensuring seamless communication
- Provide tourist information in a professional manner to 100 incoming passengers daily
- Ensure courteous customer service to passengers while answering phones, handling distressed passengers and giving directions

**Travel Practicum Intern**

Johnson & Wales University

**mm/yyyy – mm/yyyy**

City, ST

- Mastered the history of Rhode Island and its forefathers in order to give 10-15 detailed tours each day at the Rhode Island State House
- Greeted and assisted passengers and guests in person and by phone: collected and distributed pamphlets and information on local attractions and entertainment venues
- Learned the mechanics of the transportation industry, including data input and intercontinental phone communication, as an administrative assistant at Collette Vacations
- Assisted in facilitating a convention, hosting 200 participants, while also working at the tourist information center for the Rhode Island Visitors Convention and Visitors Bureau
- Planned and facilitated a day tour for 23 people in Peru which included dining, site-seeing excursions and hotel accommodations

**Sales Associate (seasonal)**

Target

**mm/yyyy – mm/yyyy**

City, ST

- Greeted and assisted customers while exceeding customer satisfaction, reflected in comment cards and customer satisfaction surveys
- Handled transactions and tracked sales by maintaining an accurate cash drawer of at least \$500.00 per shift

### **HONORS, CERTIFICATIONS AND ACTIVITIES:**

- Johnson & Wales University Dean's List; Summa cum laude mm/yyyy – Present
- Silver Key Honors Society mm/yyyy – Present
- TIPS Certified mm/yyyy
- Johnson & Wales University; Travel and Tourism Club mm/yyyy – Present
- Public Schools Inc.: Volunteer, tutor inner city children mm/yyyy – Present

## Your Name

City, ST | (555) 555-5555 | www.linkedin.com/in/fnameIname | youremailaddress@xxx.com

### **PROFESSIONAL PROFILE**

- Excellent communicator, comfortable interacting with the public and professional vendors
- Team player who works well with supervisors and colleagues
- Ability to handle stressful situations and diffuse problems
- Computer proficient, including Microsoft Word, Excel, and other Windows-based programs
- Motivated with a strong work ethic and good attention to detail
- Reacts to situations with good judgement and composure
- Ability to follow multiple directions at once, good at multitasking

### **EDUCATION:**

#### **Johnson & Wales University**

Masters; Global Tourism & Sustainable Economic Development  
Bachelor of Science, Travel and Tourism

City, ST  
Candidate, mm/yyyy  
Degree, mm/yyyy

### **WORK EXPERIENCE:**

#### **The Dean Hotel**

Guest Service Agent

- Check guests in and out efficiently and effectively
- Process accurate monetary transactions
- Provide exceptional customer service
- Support security measures and protocols

City, ST  
mm/yyyy – Present

#### **Sullivan Custom Planning**

#### **Program Coordinator Intern**

- Provided customer service to corporate clients
- Organized and planned large scale events
- Processed event details within a given budget and timeframe
- Assisted with event set up/ break down
- Utilized social media advertising such as Facebook and Instagram

City, ST  
mm/yyyy – mm/yyyy

### **PROFESSIONAL INVOLVEMENT:**

Johnson & Wales University: University Involvement Board: Member

Johnson & Wales University: Collegiate Ambassador Team: Member

Johnson & Wales University: Residential Life Assistant:

mm/yyyy – mm/yyyy

mm/yyyy – mm/yyyy

mm/yyyy – mm/yyyy