

THIS SAMPLE RESUME IS FOR ILLUSTRATIVE PURPOSES. THE CONTENT OF YOUR OWN RESUME WILL DEPEND ON YOUR CAREER GOAL AND BACKGROUND/QUALIFICATIONS.

PAT SMYTHE

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EDUCATION

Florida Gulf Coast University

Bachelor of Science in Resort and Hospitality Management

Fort Myers, FL

Graduation: May 2020

- Relevant courses: Human Resources, Lodging Operations Management, Managerial Accounting

ACCOMPLISHMENTS

Customer Service

- Recognized as Associate of the Month (February, 2013) for demonstrating exemplary customer service
- Resolved guest complaints thoroughly and efficiently; followed up to exceed guest expectations.

Communication

- Recorded and organized all guest issues through GuestWare in order to facilitate communication between all employers across a variety of shifts and positions
- Served as a member of the hotel Service Improvement Team implementing ideas to help improve organization and efficiency

Sales

- Promoted Ambassador Limousine through online marketing and 10 major bridal shows, resulting in a 15% increase in new clients over a 3 month period
- Attracted potential vendors to join the Gallery for exposure of their product/venue

EXPERIENCE

Sanibel Harbour Marriott Resort and Spa

Front Office Intern

Fort Myers, FL

Nov 20XX – Present

- Trained in all aspects of front office including, but not limited to AYS “At Your Service” (PBX), Kids Klub, check-in/check-out, and billing disputes
- Developed proficiency in front desk operations and use of Opera reservation system to increase efficiency
- Created weekly staff schedules reflecting coverage needs to assist with arriving and departing guests

Premier Limousine/Wedding and Event Gallery

Reservations/Promotions Intern

Central, FL

May 20XX-Aug 20XX

- Planned, set up and coordinated 20+ gallery member events
- Processed reservations for future limousine runs, weddings, and airport transfers
- Coordinated delivery of signed agreements and confirmation letters to vendors

Embassy Suites

Server/Banquet Server

Estero, FL

Feb 20XX – Jun 20XX

- Greeted guests demonstrating excellent customer service and communication skills
- Memorized and delivered orders in a timely and efficient manner resulting in 100% accuracy

SKILLS

- Microsoft Office Specialist Certified: Word, Excel, PowerPoint; Adobe Photoshop
- Fluent in Spanish

CAMPUS & COMMUNITY INVOLVEMENT

FGCU Student Government, Programming Chair

Aug 20XX – Present

Wanderlust Decorations/Set-up Committee, Volunteer

20XX – 20XX