

EDWARD SMITH
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PROFESSIONAL OBJECTIVE

Resort/Hotel Management.

EDUCATION

Bachelor of Science in Hospitality Administration, State University College at Buffalo, New York, 5/XX
Concentration in Hotel and Tourism Management, GPA: 3.45/4.00, Dean's List

Scholarships: Statler Foundation, National Society of Minorities in Hospitality – Hyatt Regency Corporation,
American Hotel Foundation

RELATED EXPERIENCE

Holiday Inn Downtown, Buffalo, New York, 9/XX-present

Sales and Restaurant Intern

- Supply general information for guests inquiring about large parties, banquets, and room blocks.
- Submit reservation orders to sales director and prepare/mail guest contracts as required.
- Perform follow-up telephone calls to maintain accuracy in reservation blocks.
- Trace sales leads and definite bookings from the Buffalo Convention Center.
- Received training as cook/bartender/server and served in this capacity for one-half of each working day.

Walt Disney World College Program, Lake Buena Vista, Florida, 5/XX-8/XX

Merchandise Intern

- Maintained accurate inventory records and arranged special merchandise displays.
- Handled extensive customer inquiries.
- Prepared end of day receipts for deposit.
- Attended 8 Walt Disney World Business Seminars on management philosophy and techniques.
- Received a "Mousters Degree" for excellence in completion of all business training seminars.

Best Western, Buffalo, New York, 9/XX-5/XX

Front Desk Intern

- Processed reservations, assigned room rates and assisted guests with check-in/check-out procedures.
- Handled and directed telephone calls in a fast-paced, front office environment.
- Provided local area information and guided tours for hotel guests.

Hyatt Regency Buffalo, Buffalo, New York, 6/XX-8/XX

Housekeeper

- Prepared/cleaned guest rooms in preparation for guest arrivals including evening turn down procedures.
- Delivered special request comfort items.

ADDITIONAL EXPERIENCE

Residence Life Office, SUNY College at Buffalo, 8/XX-12/XX

Resident Assistant

- Insured the safety and security of 35 residents.
- Planned and implemented academic/social activities to foster improved social environment.

ACTIVITIES

Vice President, National Society of Minorities in Hospitality, 9/XX-Present

Mentor, Upward Bound Program, Buffalo, New York, 9/XX-Present

Member, American Hospitality Association, 9/XX-Present

COMPUTER SKILLS

Proficient in WordPerfect, Excel, Access, Microsoft Word and Internet operations.