

# ANTHONY GREENE

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Buffalo, New York 14222  
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## PROFESSIONAL OBJECTIVE

Resort/Hotel Management

## EDUCATION

**Bachelor of Science in Hospitality Administration**, SUNY Buffalo State University, 5/XX  
Concentration in Hotel Tourism Management.

**Scholarships:** Statler Foundation, National Society of Minorities in Hospitality, Best Western Corporation.

**Certifications:** ServSafe Manager, National Restaurant Association Educational Foundation, Fire Safety, CPR/AED American Heart Association, TIPS for On Premise, Health Communication, Inc.

## HOSPITALITY EXPERIENCE

**Hyatt Regency Buffalo**, 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.
- Received training as cook, bartender, and server.
- Trace sales leads for already scheduled conventions and tradeshow.

**Campus House**, SUNY Buffalo State University, New York, 5/XX-12/XX

Field Experience

- Performed all front of the house positions including concierge, bartender, server, and manager on duty in a private club setting.
- Trained new staff on proper fine dining etiquette and serving techniques.
- Created seasonal menus catering to dietary needs of club members.
- Managed the efficient flow of food from the kitchen to the dining room and bar, maintaining high quality.

**Best Western**, Buffalo, New York, 9/XX-12/XX

Front Desk Intern

- Processed reservations, assigned rooms, and assisted guests with check-in/check-out procedures.
- Handled and directed telephone calls in a fast-paced front office environment.
- Furnished local area and tour information for hotel guests.

**National Statler Center for Careers in Hospitality Service**, Buffalo, New York, 1/XX-5/XX

Training Assistant

- Provided one-on-one training in hospitality technology systems for students with disabilities.
- Guided students through implementing technical knowledge in the workplace during externships.

## ADDITIONAL EXPERIENCE

**Residence Life Office**, State University of New York College at Buffalo, New York, 8/XX-5/XX

Resident Assistant

- Monitored the operations of a residential area for 35 residents.
- Planned and implemented co-curricular activities to foster improved social interaction.

## ACTIVITIES

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

**American Hospitality Association**, Member, 9/XX-present

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

## COMPUTER SKILLS

MICROS point-of-sale systems, OPERA Property Management