**HOSPITALITY MANAGEMENT RESUME**

Martin

Hospitality Management

**Summary**

As an outstanding hospitality student and customer service enthusiast. I have always feel drawn to providing service to people. I am determined to learn more and developed myself in this field. I would like to broaden my horizons and gain insights on hospitality industry and it’s dynamic better. I am seeking a challenging but rewarding internship where I can serve and giving services to others while doing my job, making every day a meaningful one, and also improving myself at the same time.

**Work Experience**

**Staff Member**

Smart Land Hotel

* Being a staff member for organizing AMATA Taipei Smart City Launching Ceremony.
* To be in charge of contacting and coordinating with Taiwanese speakers at AMATA Taipei Smart City Launching Ceremony.
* To be responsible for the registration process before, during, and after the event.
* Assisting with setting up and decorating the event at Amata City, as well as checking the overall readiness of the event.

**Supervisor**

Evergreen Resort

* To be responsible for contacting and coordinating with event organizers, food vendors, suppliers, and attendees before, during, and after the Wonder fruit Festival 2019 for 6 days.
* Assisting with the registration process during the festival and supervise other staff.
* To be in charge of managing and checking the overall readiness of the registration process, including POS devices and access control areas.

**Staff Member**

Event Pop Co., Ltd.

* To be in charge of managing area and registration process before, during, and after 808 Festival 2019 for 3 days.
* To supervise other staff in the registration process.

**MLN Exhibitor**

Sunrise Hotel

* To be responsible for organizing Vision Thai Booth and coordinating with Taiwanese exhibitors at Asean Smart Cities Network Conference and Exhibition 2019.
* To be responsible for the registration process before and after the conference.

**Student Intern**

Green Court Hotel And Training Center

* Intensive training during the course of 3 months in 4 departments such as Front Office, Kitchen, Housekeeping, and Food and Beverages, with 3 weeks each for one rotation.
* Real-life working experiences and interactions with the real guests, emphasizing on teamwork and hospitality management. As well as cross-functional or departmental cooperation to provide excellent service to guests.
* Table manners and banquet arrangement training.
* Food safety and hygiene training, food tasting exam, and learning basic cocktail making.
* Successful in up-selling to the target of 100,000 THB ($3,200) during the Front Office department and 30,000 THB ($970) in the Food and Beverages department.

**Education**

**International Hospitality Management**

University of Pennsylvania

**Cumulative GPA:** 3.43

**Taken Courses:**

* Management and Organization Behavior
* International Service Quality Management
* Sustainable Development for Hospitality and Tourism Industry
* Event Management
* Human Resources Management and Development
* Marketing and Sales for Hospitality Industry

**Clubs and Activities**

* Member of Dog Lover and Art Club.
* Joining MUSIC Welcoming Unity Camp and Freshmen Committee Election.
* Assisting in Mini-Open House for parents and applicants.

**High School Diploma**

Yale University

* Graduated with a GPA of 3.50 majoring in International Business.
* School golfer and a part of the marching band.
* Joining drama class and participating in school drama.

**Skills**

* Leadership skill
* Multitasking
* Patience
* Customer Service, Service-minded, Flexible, and Open-minded
* Strong Interpersonal Skills and Good Communication
* Attention to Detail
* Motivational
* Keynote, MS Office, Power point, Photo scape

**Languages**

* French
* English
* German
* Chines