

Lorelai Gilmore

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Objective

Dedicated and motivated hospitality graduate with proven experience seeking the Front Office Manager Position at Dragon Fly Inn.

Education

North Dakota State University (NDSU), Fargo, ND

Anticipated Graduation: May 20XX

Bachelor of Science degree in Hospitality and Tourism Management

Minor: Business Administration

GPA: 3.6/4.0, Dean's List (5 Semesters)

Internship Experience

Grand View Lodge – Nisswa, MN

May 20XX – August 20XX

Hospitality Intern

- Demonstrated adaptability by completing a rotation in each of the property's 7 departments, including front desk/guest service and marketing, to develop knowledge of all aspects of the resort's operations
- Developed analytical and problem-solving abilities by identifying weaknesses within operations and collaborating with a team of 6 to create feasible solutions
- Illustrated time management when meeting deadlines while performing approximately 30 check ins/outs a day to maintain a seamless guest experience

Work Experience

Holiday Inn – Fargo, ND

September 20XX – Present

Front Desk Associate

- Exhibit attention to detail by maintaining accurate records of cash flow, registrations, and reservations
- Display excellent communication skills when promoting the brand loyalty program and benefits to all members, achieving an 80% loyalty program rate
- Employ conflict resolution skills when resolving guest complaints while maintaining professionalism

Olive Garden – Fargo, ND

September 20XX – May 20XX

Restaurant Server

- Executed the ability to thrive under pressure when serving high-volume dinner rushes to ensure guests satisfaction
- Improved upselling abilities by knowledgably recommending menu items through observing customer needs and preferences
- Promoted customer service skills by creating optimal guest experiences when seating guests, taking orders, and serving dishes with a positive attitude, consistently achieving above 18% charge tip average

Leadership and Involvement

NDSU Hospitality Student Association – Fargo, ND

December 20XX – Present

Vice President

- Assist in planning and execution of 5 fundraising events, including a culinary tasting event serving 150+ people
- Facilitate annual silent auction by contacting 45 local businesses and coordinating their participation resulting in approximately \$4,000 in revenue

Certifications

ServSafe Alcohol

December 20XX – August 20XX

ServSafe Food Handler

September 20XX – July 20XX