



SHA SAMPLE RESUMES



School of Hospitality Administration

EVENTS SAMPLE RESUME

FIRST LAST

rprince@bu.edu | 617-555-1234
www.linkedin.com/reginawprince

EDUCATION

Boston University, Boston MA Graduation Date: May 2023

School of Hospitality Administration | Concentration in Hospitality Event Management

Bachelor of Science in Hospitality Administration, GPA 3.7

Dean's List – 5 Semesters

Relevant Coursework: *Meetings and Conventions; Special Event Planning; Hospitality Sales Management; Private Club Management*

BU London Internship Program, London, UK Fall 2020

Completed coursework and internship with Event Management focus

EXPERIENCE

Boston University Events and Conferences, Boston, MA Spring 2022

Event Intern

- Ensured all event locations were set and prepared in accordance with client expectations
- Assisted with event set-up and breakdown
- Verified and oversaw delivery of all food and beverage orders, AV equipment, and other requests
- Updated and organized client database to improve efficiency
- Responded to client inquiries by phone and email promptly and professionally

Longwood Events, Brookline, MA Fall 2021

Special Event Coordinator

- Met with clients and provided information on venues and vendors
- Collaborated on event concepts with clients and Event Director
- Contacted outside vendors for orders and to update existing files
- Conducted on-site troubleshooting to ensure a positive client experience
- Worked as server, busser and buffet attendant as needed at events
- Supported Event Director with all aspects of event planning, execution, and follow-up

Hotel London, London, UK Fall 2020

Food and Beverage Intern

- Set up events with banquet teams and managers
- Served food and drink at events ranging from small parties to 500 person conferences
- Set tables and ensured all necessary supplies were available

EXTRACURRICULAR

National Society for Minorities in Hospitality, *Volunteer Event Coordinator* 2021 - present

- Assisted with planning and execution of Boston area and BU Chapter events

BU Intramural Tennis Team, *Captain* 2021 - present

SKILLS Microsoft Office; Outlook; Publisher; Adobe Photoshop; Professional Experience with Facebook, Twitter, and Instagram. Fluent in Spanish, Intermediate Italian

INTERESTS Baking, Sustainability in Hospitality, British History and Culture

**F&B SAMPLE RESUME
FIRST LAST**

1234 Commonwealth Avenue, Boston, MA 02115

975-341-5555 jdiaz@bu.edu

www.linkedin/in/juandiaz

EDUCATION

Boston University School of Hospitality Administration, Boston MA
B.S. in Hospitality Administration

Graduation Date May 2024
GPA 3.6

University of Arizona, Tempe, AZ
Completed first-year studies

Attended 2019-2020
GPA 3.4

EXPERIENCE

Eastern Standard Kitchen and Drinks, Boston, MA

Summer 2022

Host

- Welcomed guests upon arrival and seated them in a friendly, professional, and efficient manner
- Answered inquiries from incoming callers; made and confirmed reservations
- Set up tables for reservations and special requests
- Input to-go orders in the computer system
- Handled a variety of tasks during hours of operation including bussing tables, and running food and drinks to ensure the smooth operation of the restaurant during peak hours
- Supervised, trained and delegated tasks to a team of 10 servers

Catering on the Charles, Boston, MA

Summer 2021

Waitstaff

- Acted as closing manager in manager's absence
- Set up and broke down all events, bussed tables, checked coats and assisted with clean-ups
- Set up buffets and place settings
- Attended to guests at events ranging from small gatherings to large social events of up to 500 people
- Took orders and passed hors d'oeuvres and cocktails
- Organized and executed special events from start to finish
- Multitasked to provide outstanding experience for guests and resolved any issues

Bertucci's, Tempe, AZ

Summer 2020

Server

- Provided professional and friendly service in a fast-paced family style restaurant

EXTRACURRICULAR

National Association of Catering and Events – *Treasurer for BU Chapter*

2020-present

Alpha Epsilon Phi Sorority, *Member of Community Service Committee*

2020-present

SKILLS

Computer: Aloha, Open Table, Reserve Interactive, Microsoft Word, Excel, PowerPoint

Language: Fluent in Spanish; Proficient in American Sign Language

Other: *Licensed Bartender, Arizona School of Bartending (Lic. # AZ3472B)*, Certified Food Handler; Serve Safe & Certified Alcohol Server

HOTEL OPERATIONS SAMPLE RESUME

FIRST LAST

(617) 555-0011 ksmithers@bu.edu

EDUCATION

Boston University, Boston MA

Graduation Expected May 2024

School of Hospitality Administration

Bachelor of Science in Hospitality Administration; Minor in Marketing

GPA 3.61 | Dean's List 4/6 Semesters

EXPERIENCE

Boston Park Plaza Hotel, Boston MA

May - August 2022

Rotational Intern – 10 Week Program

Front Desk:

- Handled guest registrations and departures, as well as room assignments and guest requests
- Processed guest charges into the accounting system
- Assisted with leisure and business reservations

Housekeeping:

- Cleaned 20 rooms daily and engaged in guest room inspections

Sales Office:

- Assisted sales team with research on existing and prospective clients to boost sales and expand base
- Prepared site visit itineraries and information packets to enhance client visits and increase their awareness of available catering services
- Updated sales contracts to streamline operations and improve accuracy

The Westin Copley Place, Boston, MA

May – August 2021

Front Desk Intern

- Welcomed guests and provided efficient check-in and check-out service
- Assisted guests with payment verification, check cashing and safety deposit boxes
- Answered calls from inside and outside the hotel; solved problems to increase guest satisfaction
- Took Room Service orders and dispatched prompt delivery service for all requests to reduce wait time
- Gained proficiency in Galaxy and Lightspeed hotel PMS systems to manage reservation details

EXTRACURRICULAR ACTIVITIES

President, BU Chapter, American Hotel and Lodging Association (AHLA)

Fall 2022-present

Secretary, BU Marketing Club and Accounts Team

Fall 2021-present

Member, Hospitality Sales and Marketing Association International (HSMIAI)

Fall 2020-present

SKILLS & INTERESTS

Languages: Fluent in Spanish; Intermediate French

Computer: Microsoft Office, Opera, Galaxy, Lightspeed, Photoshop

Interests: Extensive travel throughout Europe and Asia

REAL ESTATE SAMPLE RESUME

FIRST LAST

Name@bu.edu | 617-555-5555

EDUCATION

Boston University School of Hospitality Administration, Boston, MA

May 2023

Bachelor of Science, Concentration in Real Estate Development

Honors: Dean's List 5/8 semesters

Relevant Coursework: *Hospitality Asset Management; Fundamentals of a Hotel Real Estate Deal; Hospitality Market Feasibility and Valuation, Finance for the Hospitality Industry*

ACADEMIC PROJECT

Hospitality Market Feasibility and Valuation (SHA HF314)

Fall 2022

- Elected to lead team of 5 classmates
- Researched and analyzed data for mixed-use hotel and condominium development
- Determined best use, estimated market rents and concluded to credible market values
- Presented findings to Vice President of MMM Hospitality Group

EXPERIENCE

Pyramid Hotel Group, Boston, MA

Summer 2022

Real Estate Analyst Intern

- Assist in producing investment underwriting models examining opportunities in all hotel and resort property types
- Prepare detailed market due diligence and research, including supply/demand fundamentals, economic trends, and comparable sales
- Participate in Request for Proposals (RFPS) regarding new projects including management, development, and re-development opportunities
- Support Due Diligence and Transitions for acquisition, management, and consulting projects
- Perform other ad-hoc research projects as assigned

W Hotel Boston, MA

Summer 2021

Revenue Management Intern

- Performed daily, weekly, and monthly production and pick-up reporting
- Conducted market analysis and research, competitive benchmarking, and distribution audits
- Assisted with rate loading through channel management system

EXTRACURRICULAR ACTIVITIES

President, Delta Xi Phi Fraternity

August 2022 -- present

Board Member, Residence Hall Council

August 2022 –present

SKILLS

Microsoft Office, Advanced Excel (Modeling and VBA), PowerPoint, Front Page and Works

Intermediate Spanish – Competed 4 semesters at BU

SALES & MARKETING SAMPLE RESUME

FIRST M. LAST

smlee@bu.edu | 617-234-5678 | www.linkedin.com/in/sarahmlee/

EDUCATION

Boston University School of Hospitality Administration, Boston MA May 2023
Bachelor of Science in Hospitality Administration, GPA 3.5
Concentration: Hospitality Marketing
Coursework: Marketing Principles, Branding & Marketing, Digital Marketing, Strategic Marketing

EXPERIENCE

Marketing Intern, The Liberty Hotel, Boston, MA Summer 2022

- Created marketing plan for Hotel Spa using data analysis and consumer online survey responses
- Presented plan to management team at annual hotel conference
- Constructed Microsoft Excel spreadsheets for marketing, sales and tracking projects

Sales & Marketing Intern, InterContinental Sydney, Sydney, Australia October – November 2021

- Supported business development and meetings & events teams
- Generated rooming lists for clients Refreshed newly renovated Cafe Opera restaurant's online images
- Corresponded with domestic F&B sites & global TPI's

Sales Intern, W Hotel New York – Downtown, New York, NY May – August 2021

- Provided clerical assistance to the Sales team
- Compiled downtown New York off site spaces document
- Refreshed Starwood NYC Metro Market studio rooms diagrams and updated Delphi
- *Marketing/Cafe Intern, Restaurant Associates at Harvard Law School*, Cambridge, MA Summer 2020
- Participated in overseeing all back of the house and front of the house café operations
- Created marketing promotions and specials for lunch and dinner dining
- Used Compass Group Excel My Signage to develop café media content

Housekeeping Intern, The Westin New York at Times Square, New York, NY Summer 2019

- Collaborated in preparing housekeeping payroll (PM shift credits, Leave Work Early, checkbook summaries)
- Prepared the daily staffing and daily fact sheets, updated daily housekeeping information board
- Printed and reviewed housekeeping reports from Galaxy System
- Checked and punched in room statuses on all 45 floors for AM and PM shifts

EXTRACURRICULAR ACTIVITIES

Social/Community Service Committee Chair, National Society of Minorities in Hospitality
Marketing Coordinator, School of Hospitality Administration Government

SKILLS

Conversational Spanish
Microsoft Office, Galaxy System, Micros Systems, Opera System

REVENUE MANAGEMENT SAMPLE RESUME

FIRST LAST

928 Commonwealth Avenue Boston, MA 02115 617-328-5555 imaresume@gmail.com

EDUCATION

Boston University School of Hospitality Administration B.S. in Hospitality Administration	May 2024
Boston University Questrom School of Business B.B.A. in Finance	May 2024
BU in Paris Study Abroad Program	Spring 2022

EXPERIENCE

Hilton Back Bay, Boston, MA <i>Revenue Management Intern</i> <ul style="list-style-type: none">Assisted revenue manager in developing and implementing sales and pricing strategiesMeasured and analyzed booking trends, pick-ups, no-shows, and sources of businessGenerated daily and weekly reports identifying areas of opportunity for improving revenueWorked with all departments to achieve optimum profitabilityEstablished and maintained meaningful external and internal relationships	Summer 2022
Hotel de Paris, Paris, France <i>Front Desk/Reservations Agent Intern</i> <ul style="list-style-type: none">Processed guest reservations, handled payments and checked for financial accuracyWelcomed guests and handled check-in and check-out processMaintained a professional demeanorSolved issues and answered questionsImproved language skills through daily communication with French hotel staff and guests	Spring 2022

EXTRACURRICULARS

Peer Mentor Program Coordinator at BU School of Hospitality	August 2021-present
Eta Sigma Delta - International Hospitality Management Honor Society	August 2021-present
Hospitality Sales and Marketing Association International (HSMAI)	August 2021-present

SKILLS AND INTERESTS

- Proficient in Microsoft Office, OPERA System
- Intermediate French - completed 4 BU language classes and immersive semester abroad in Paris; continuing training after BU graduation through French Language Institute (FLI) online coursework
- Enthusiastic Francophile