



SHA SAMPLE RESUMES



School of Hospitality Administration

EVENTS SAMPLE RESUME

FIRST LAST

Firstlast@bu.edu | 617-555-1234 | www.linkedin.com/firstlast

EDUCATION

Boston University, Boston MA

Expected: May 2026

School of Hospitality Administration | Concentration in Hospitality Event Management

Bachelor of Science in Hospitality Administration

Dean's List – 5 Semesters, GPA 3.7

Relevant Coursework: *Fundamentals of Event Management and Design; Special Event Planning and Operations; Hospitality Sales Management; Private Club Management*

Student Membership: MPI, NACE, ILEA & PCMA | Certifications: EMP Badge

EXPERIENCE

SHA Annual Leadership Summit, School of Hospitality Administration, Boston, MA

January – May 2025

Event Planning Committee Leader

- Spearheaded student registration efforts, driving increased participation at SHA and across the broader BU community
- Fulfilled an important sponsor benefit of engagement with students by ensuring full delivery of onsite sponsor networking activity at event
- Oversaw vendor relations, ensuring seamless coordination, timely delivery, and quality assurance
- Managed a memorable guest experience, from pre-event communications to on-site engagement
- Developed cost-effective “wow” moments by brainstorming creative, event design and brand-aligned food and beverage presentation ideas
- Designed and implemented a guest flow plan, ensuring smooth transitions and a welcoming atmosphere.
- Managed rental order updates based on vendor meetings and feedback contributing to cohesive event execution.

Boston University Events and Conferences, Boston, MA

January – May 2024

Event Intern

- Coordinated setup and breakdown for 30+ monthly events, ensuring seamless transitions and adherence to client specifications.
- Supervised and verified the delivery of all food and beverage orders, AV equipment, and other requests for each scheduled event.
- Updated Cvent and Event Hub to enhance planning efficiency
- Responded to client inquiries by phone and email promptly and professionally

Longwood Events, Brookline, MA

September – December 2023

Special Event Coordinator

- Advised 20+ clients on venue and vendor selection, tailoring recommendations to their event goals
- Collaborated with clients and Event Director to conceptualize and execute themes and plans
- Liaised with external vendors, maintained updated files, and ensured alignment with event budgets
- Conducted on-site troubleshooting to ensure a positive client experience
- Collaborated with Event Director on all aspects of event planning, execution, and follow-up.

SKILLS

Event Logistics:

Vendor Management, Timeline Coordination, Budgeting, Venue Selection

Communications:

Public Speaking, Client Relations, Negotiation

Software:

Microsoft Office, Google Workspace, Canva, Eventbrite, Social Tables, Tripleseat

F&B SAMPLE RESUME

FIRST LAST

Firstlast@bu.edu | 617-555-5555

www.linkedin.com/firstlast

EDUCATION

Boston University School of Hospitality Administration, Boston MA

B.S. in Hospitality Administration

Graduation Date: May 2025

GPA 3.6

University of Arizona, Tempe, AZ

Completed first-year general studies

GPA 3.4

August 2021 -- May 2022

EXPERIENCE

Eastern Standard Kitchen and Drinks, Boston, MA

May – August 2024

Host

- Supervised, trained and delegated tasks to a team of 8 servers
- Welcomed up to 150 guests per shift and seated them in a friendly, professional, and efficient manner
- Answered inquiries from incoming callers; made and confirmed reservations on OpenTable and Resy
- Set up 50+ tables for reservations, special requests, and events that ranged from work gatherings to special celebrations with family and friends
- Handled a variety of tasks during hours of operation including inputting to-go orders in open table, bussing tables, and running food and drinks to ensure the smooth operation of the restaurant during peak hours

Catering on the Charles, Boston, MA

May – August 2023

Waitstaff

- Acted as closing manager in manager's absence to count cash, reconcile sales and prepare deposits
- Set up and broke down all events, bussed tables, checked coats, assisted with clean-ups, and set up buffets and place settings
- Attended to guests at events ranging from small gatherings to large parties of up to 500 people to provide outstanding experience and promote satisfaction
- Took orders and passed hors d'oeuvres and cocktails at events with up to 500 guests
- Organized and executed special events from start to finish including setting up dining area for following day

Bertucci's, Tempe, AZ

May – July 2022

Server

- Provided professional and friendly service in a fast-paced family-style restaurant by promptly taking orders and answering menu inquiries

EXTRACURRICULAR

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

October 2023 – present

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

January 2023 – present

SKILLS

Computer: Resy, 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 M. LAST

name@bu.edu | (617) 555-1234 | www.linkedin/in/firstlast

EDUCATION

Boston University, Boston MA

Graduation Expected May 2026

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 2025

Rotational Intern – 10 Week Program

Front Desk:

- Welcomed and checked in and out 50+ guests daily, ensuring timely service and assisted in resolving guest concerns
- Processed charges, facilitated payments and coordinated room reservations using Opera
- Handled room assignments and special requests to ensure daily guest satisfaction of 1000+

Housekeeping:

- Conducted quality checks and cleaned up to 20 rooms daily, maintaining brand standards and guest expectations

Sales Office:

- Researched prospective clients to support outreach and sales expansion
- Prepared site visit itineraries to improve client experiences and showcase services
- Updated sales contracts to reflect client requests and ensure 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
- Responded to calls and inquiries, resolving guest issues and boosted satisfaction scores by 5%
- Took and processed Room Service orders and coordinated timely delivery
- Managed reservations using Galaxy and Lightspeed (hotel property management systems)

EXTRACURRICULAR ACTIVITIES

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

June 2022-present

Secretary, BU Marketing Club and Accounts Team

July 2021-present

Member, Hospitality Sales and Marketing Association International (HSMIAI)

August 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 | www.linkedin.com/in/johnsmith25

EDUCATION

Boston University School of Hospitality Administration, Boston, MA

Expected May 2026

Bachelor of Science in Hospitality Administration, Concentration in Real Estate Development

Honors: Dean's List 5/8 semesters

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

ACADEMIC PROJECT

Hospitality Market Feasibility and Valuation (SHA HF314)

Fall 2024

Project Leader

- Elected by peers to lead a 5-member team, assigning roles and managing deadlines
- Conducted a market study and a detailed financial analysis for a proposed mixed-use hotel/condo development
- Projected a ten-year proforma, estimated development costs and then determined financial feasibility through an IRR analysis and a DCF valuation, presenting final recommendations to the VP of MMM Hospitality Group

EXPERIENCE

Pyramid Hotel Group, Boston, MA

Summer 2023

Real Estate Analyst Intern

- Built investment underwriting models for hotel and resort acquisition opportunities
- Conducted market research, including supply/demand analysis, economic indicators, and comparable sales
- Contributed to RFP for new development, re-development opportunities, and management projects
- Support Due Diligence for acquisitions and transitions, including third-party consulting efforts
- Completed ad hoc research to support executive decision-making

W Hotel Boston, MA

May - August 2022

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 HotelsMinder and Guesty platforms

EXTRACURRICULAR ACTIVITIES

Treasurer, SHA Student Government

September 24 -- present

- Collect and manage the budget of \$25,000+ for all student activities and events

President, Delta Xi Phi Fraternity

August 2023 -- present

Board Member, Residence Hall Council

August 2022 -- present

SKILLS

Advanced financial modeling on Excel, PowerPoint, Front Page and Works

Intermediate Spanish – Completed 4 semesters at BU

Excellent Time Management and Communication skills

SALES & MARKETING SAMPLE RESUME

FIRST M. LAST

Firstmlast@bu.edu | 617-234-5678 | www.linkedin.com/in/firstmlast/

EDUCATION

Boston University School of Hospitality Administration, Boston MA

Expected Graduation May 2026

Bachelor of Science in Hospitality Administration | GPA 3.5

Concentration: Hospitality Marketing

Coursework: *Branding, Strategic Marketing, Digital and Experiential Marketing*

EXPERIENCE

Marketing Intern, The Liberty Hotel, Boston, MA

May - August 2024

- Developed a comprehensive marketing plan for the hotel spa using consumer survey data and trend analysis
- Presented strategic marketing recommendations to executive leadership at the annual hotel conference
- Built and managed Excel tracking systems to monitor performance and ROI of marketing and sales initiatives

Sales & Marketing Intern, InterContinental Sydney, Sydney, Australia

October – November 2023

- Identified, profiled and prioritized prospective clients for the Business Development and Meetings & Events team using CRM tools, industry directories and LinkedIn
- Created competitive landscape analysis to support pricing and promotion strategy
- Promoted internal and external events through targeting omni-channel marketing campaigns including email outreach, social media engagement and traditional print media
- Designed and monitored event registration on Eventbrite and Cvent to support the guest experience and follow-up communication

Sales Intern, W Hotel New York – Downtown, New York, NY

May – August 2023

- Updated and maintained client profiles in Salesforce
- Generated proposals, banquet event orders (BEOs), and group contracts for incoming business leads
- Compiled a comprehensive list of off-site venues for business development presentations
- Refreshed studio room layouts and updated diagrams in Delphi for the NYC Metro Market

Marketing/Cafe Intern, Restaurant Associates at Harvard Law School, Cambridge, MA

April – June 2022

- Supervised all front- and back-of- house operations
- Created external promotional initiatives and trained internal team regarding guest loyalty program, themed days and product launches
- Produced consistent digital marketing content specific to Instagram, TikTok, and Facebook

Rooms Division Intern, The Westin New York at Times Square, New York, NY

July – August 2022

- Collaborated to prepare housekeeping payroll (PM shift credits, Leave Work Early, checkbook summaries)
- Compiled daily staffing sheets and updated operations boards for AM/PM shifts
- Assessed and summarized guest service reports from Galaxy Property Management System
- Reviewed Galaxy reports and verified room status across 45 floors

EXTRACURRICULAR ACTIVITIES

BU Chapter Member, Hospitality Sales and Marketing Association International (HSMIAI)

Social/Community Service Committee Chair, National Society of Minorities in

Hospitality

SKILLS AND CERTIFICATIONS

Computer Microsoft Office, Adobe Creative Suite, Canva, Galaxy Lightspeed, Oracle OPERA and MICROS POS

Certifications: Google, Hubspot, Amazon Ads

REVENUE MANAGEMENT SAMPLE RESUME

FIRST LAST

imaresume@gmail.com | 617-555-5555 | Boston, MA

EDUCATION

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

Expected Graduation: May 2026

Boston University Questrom School of Business
B.B.A. with major in Finance

May 2026

SHA Paris Study Abroad Program
Completed 6-week immersive study program in Paris, France

May - June 2024

CERTIFICATIONS

Certification in Hotel Industry Analytics (CHIA) (CoSTAR)
Revenue Management Certification (RMC) (CoSTAR)

EXPERIENCE

Hilton Back Bay, Boston, MA
Revenue Management Intern

June – August 2024

- Collaborated with revenue manager in developing and implementing sales and pricing strategies
- Measured and analyzed booking trends, pick-ups, no-shows, and sources of business
- Generated daily and weekly reports identifying areas of opportunity for improving revenue
- Gained knowledge of all rates, room types and hotel products
- Prepared short- and long-term forecasts

Hotel de Paris, Paris, France
Front Desk/Reservations Agent Intern

May – June 2023

- Processed guest reservations, handled payments and checked for financial accuracy
- Welcomed guests and handled check-in and check-out process and resolved issues and guest inquiries
- Improved language skills through daily communication with French hotel staff and guests

EXTRACURRICULARS

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

August 2025 – present
August 2024 – present
August 2024 – present

SKILLS AND INTERESTS

- Familiarity with industry reports including STR, Demand 360 and OTA Insights
- 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

MMH SAMPLE RESUME WITH SUMMARY

First Last

firstlast@bu.edu | 617-555-1234 | www.linkedin/in/firstlast/

PROFESSIONAL SUMMARY

Experienced Digital Hospitality Marketing Professional with a track record of driving results over 5 years. Specializes in crafting and executing effective campaigns to enhance brand visibility and drive client engagement. Proficient in analyzing metrics to uncover trends that boost website traffic, service quotas, and target audience reach. Known for creativity, teamwork, and a deep understanding of social media platforms, website analytics, HTML, CSS, and JavaScript. Effective communicator with strong analytical skills, committed to achieving measurable outcomes through strategic marketing initiatives.

EDUCATION

Boston University School of Hospitality Administration, Boston MA May 2026
Master of Management in Hospitality, Concentration in Digital Marketing, GPA 3.7

Northeastern University, Boston, MA June 2024
Bachelor of Arts, *cum laude*, in Communication, GPA 3.5
Dean's List 5/8 semesters
NEU *Senior Impact Award* (for Outstanding Community Service)

EXPERIENCE

P&G, Boston, MA June 2024 – July 2025
Digital Marketing Associate

- Managed SEM, SEO, online advertising, and email marketing campaigns
- Contributed to major projects to build custom online booking engine and launch mobile website
- Analyzed web analytics for senior management to substantiate web activity into bottom-line revenue
- Developed SQL queries to identify high-values customers, inactive users, and cart abandoners for targeted outreach

Hill Holliday, Boston, MA June 2023 – May 2024
Account Associate

- Provided consistent support of day-to-day business activities to ensure efficient communication and workflow
- Managed multiple projects and supported senior leads on larger projects from end-to-end
- Monitored and managed up on staffing and scoping implications on projects
- Built and maintained relationships grounded in accountability and trust
- Contributed to the development and packaging of presentation of latest ideas for client review

BCG Consultants, New York, NY September – December 2022
Communication Intern

- Collaborated with internal Marketing team in planning, writing, and managing e-blasts and e-newsletters
- Updated website using WordPress with current events and relevant news
- Designed event/program fliers, graphics, and other marketing materials
- Collaborated with creative team on innovative ideas, directions, and tools for marketing campaigns
- Updated and maintained BCG's social media presence including daily monitoring and postings

SKILLS

SEO, Google Analytics, Canva, Mailchimp, HubSpot, Content Creation

MMH SAMPLE

First Last

firstlast@bu.edu | 617-555-5555 <https://www.linkedin.com/firstlast/>

EDUCATION

Boston University, Boston, MA
School of Hospitality Administration
Master of Management in Hospitality, Concentration in Digital Marketing

Expected Graduation: May 2026

Coursework: *Strategic Marketing, Fundamentals of Digital Content Development, Digital Marketing Strategies, Hospitality Branding and Marketing*

Academic Project:

Strategic Marketing (HF460)

- Collaborated with Boston based client, Newbury Inn, delivering marketing strategy recommendations to GM
- Conducted market research, developed targeted marketing strategies
- Enhanced digital engagement on client's website by 10% through audience segmentation, personalized content, and data-driven strategy across email, social media, and web platforms

New York University, New York, NY
Bachelor of Science in Marketing; Minor in Latin Studies

Expected Graduation: May 2024

Honors: Dean's List 4/8 semesters

Study Abroad: University of Buenos Aires, Argentina – Fall 2022

Experience

InterContinental Buenos Aires, Buenos Aires, Argentina
Sales & Marketing Intern

October – November 2023

- Provided administrative and logistical support to the business development and meetings and events team, including preparing sales collateral, coordinating client communications, and managing event timelines
- Generated rooming lists using Excel to ensure accurate guest data
- Updated online images for the newly renovated Cafe Opera restaurant
- Corresponded with domestic F&B sites & global TPI'

Sheraton Kaua'i Resort, Koloa, HI
Food & Beverage Intern

May – July 2023

- Participated in the preparation and opening of two outlets (both a part of the Sheraton brand revitalization)
- Contributed to overseeing all back and front of the house breakfast and lunch operations
- Organized Food & Beverage equipment and inventory to remove old outlet equipment and materials
- Worked on a team preparing and organizing banquet functions

Restaurant Associates at Harvard Law School, Cambridge, MA
Marketing/Café Intern

October – May 2022

- Created marketing promotions and specials for lunch and dinner dining
- Constructed Microsoft Excel spreadsheets for marketing, sales and tracking projects
- Used Compass Group Excel My Signage to develop *café media content*

The Westin New York at Times Square, New York, NY

May – July 2022

Housekeeping Intern

- 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
- Cleaned up to 50 rooms per week ensuring each room met Westin 5-Star Standards

EXTRACURRICULAR ACTIVITIES

- National Association of Minorities in Hospitality January 2025-present
- Vice President, Alianza Student Group at New York University September 2022 – May 2025

SKILLS

- **Technical:** SEO, Google Analytics, Meta Ads, Canva, HubSpot CRM, SQL , Email Marketing, Content Writing, A/B Testing, Excel (Pivot Tables, VLOOKUP), Word Press
- **Hospitality Systems:** Galaxy, Micros, OPERA
- **Languages:** Fluent in Spanish
- **Additional:** Extensive Travel throughout Latin and South America