

Co-op Resume Gallery

# School of Hospitality and Tourism



# SAMIRA LANE

BACHELOR OF  
HOSPITALITY &  
TOURISM  
MANAGEMENT  
STUDENT

**P** (613) 000-0000

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**A** 1234 Main Street, Ottawa, On



## EDUCATION

ALGONQUIN COLLEGE

Bachelor of Hospitality and Tourism Management (Degree)

2019 – 2022



## PROGRAM-RELATED SKILLS

- Ability to work within a team or as a leader based on knowledge of leadership principles and front line hospitality and tourism experience
- Basic knowledge of budgeting, purchasing, labour cost control, and food and beverage operations.
- Able to conduct, write proposals and progress reports for businesses
- Adept at interacting with various clients and conduct presentations to provide feedback and address problems in a professional manner
- Develop strategic leadership skills to enhance managerial positions
- Knowledge to recruit, develop training for employee, job analysis and understand process of human resources



## EMPLOYMENT HISTORY

TOM'S RESTAURANT

Server

2016 – PRESENT

- Providing detailed menu item knowledge to customers ensuring a pleasant dining experience
- Highly skilled in accepting credit, debit, cash, and other forms of payment from customers
- Trained in administering and executing inventory accuracy of restaurant food and beverage products
- Working in a team environment developer leadership and communication skills
- Organizing, cleaning and monitoring front-of-house ensuring both client and co-worker comfort and safety

THE ELEPHANT LOUNGE

Bartender/Barista

2015-2017

- Made cocktails quickly and accurately for a high volume for bar guests
- Prepared espresso and steamed milk for alcoholic and non-alcoholic specialty coffee beverages
- Executed proper wine service and recommended good pairings boosting sales
- Engaged with customers in friendly and professional manner to create a welcoming environment developing strong communications skills

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## LAVA SPRINGS COUNTRY CLUB

2012-2015

### Banquet Server

- Assisted in catering to an eclectic range of guests attending functions including; weddings, golf tournaments, business functions, and charity events
- Quickly problem-solved on the spot when an issue arose to ensure event ran smoothly
- Set up and tore down events in an efficient and timely manner developing time management experience
- First point-of-contact for customer questions and concerns developing conflict resolution skills

## » VOLUNTEER

### GEEK CONVENTION

2018

#### Event Director

- Ensured the event had safety protocols in place and crowd control for the safety of guest
- Handled complaints professionally to ensure the customer felt they were being heard and left happy
- Contacted different organizations and community partner for sponsorships and panelist opportunities
- Planned and organized layout of convention to maximize efficient use of space

## » PROFESSIONAL CERTIFICATIONS & ASSOCIATIONS

- |                                     |      |
|-------------------------------------|------|
| • Ontario Smart Serve Certification | 2018 |
| • Standard First Aid – CPR          | 2018 |
| • Ontario G-Class Driver's License  | 2016 |
| • Food Handler Certification        | 2016 |

## » REFERENCES

Lucas Morrison -  
Manager 613-123-1234  
Email@baremail.com

Muhammad Yousaf -  
Supervisor  
613-123-1111  
Email@golfclub.com

# Craig Anderson

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## EDUCATION

- **Algonquin College** 2019-Present  
*Bachelor of Hospitality and Tourism Management (Degree)*
- **York University** 2014-2018  
*Bachelor of Arts, Major in Psychology, Toronto, ON*

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## PROGRAM-RELATED SKILLS

- Introductory knowledge of financial and managerial accounting to determine budget and keep track of cash flow
- Hotel operations skills including knowledge of hotel guest cycle and use of hotel property management system effectively to track task and duties
- Ability to develop product knowledge, and explore issues of sustainability and local food sources of food and beverage items.
- Ability to map and strategize approaches to effectively manage and improve customer experience
- Knowledge of event and conference management through examining economic impact models, event logistics, risk management strategies and program planning techniques
- Understanding of human resource management from recruitment to development of employee training

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## WORK EXPERIENCE

**The Voltaire** 2015 - Present  
*Host*

- Current member in a team-oriented, luxury fine dining environment to ensure the successful flow of restaurant patrons
- Building rapport with customers to increase potential returning clientele
- Answering phones and greeted customers to ensure reservations and cancellation are communicated to management
- Maintained knowledge of Prix Fixe, Tasting, and A La Carte menus in addition to extensive wine list

**York Athletics Department** 2013 – 2015  
*Events Coordinator*

- Juggled multiple tasks and deadlines by communicating with the rest of the team and creating a visual calendar
- Set up and ran athletic events such as football, hockey, rugby, soccer, and basketball games
- Coordinated and monitored event timelines to ensure duty deadlines were met
- Demonstrated excellent customer service by greeting customers and providing tours of the facility

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## MacLaren's

2014 - 2014

### *Pub Host/Busser*

- Ensured guests were greeted and escorted to their table in an efficient and expeditious fashion by using POS seating system
- Meticulously monitored the open dining sections of the restaurant for empty and clean tables, estimating wait times for guests, monitoring the guest waiting list, and ensuring that the needs of the guests are met while they were waiting
- Answered telephone, booked reservations, bussed tables, and moved tables together to accommodate large parties

## One Up Gaming Centre

Summer 2012 - 2014

### *Assistant Manager*

- Managed a small team of employees handling dozens of children for video game themed events
- Completed administrative and sales tasks as well as creative development initiatives
- Acted as a customer service and sales representative and sold thousands of dollars of product (events) to clients
- Made weekly staff schedules, completed booking invoices, and took payment from clients
- Interviewed, hired and trained junior staff members

## TRAINING & CERTIFICATION

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|--|------|
| ▪ First Aid Response Training                            | 2017 |
| ▪ Food Handler Certification                             | 2012 |
| ▪ Smart Serve License                                    | 2007 |
| ▪ Bronze Star, Bronze Cross, Bronze Medallion (Swimming) |      |

## REFERENCES

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Thomas Revette -  
Supervisor Tom's  
Restaurant 613-111-0000  
Manager@toms.com

Donna Bueller - General Manager Pub and  
Grill, former Manager at MacLaren's  
613-000-1234  
DonnaGM@gmail.com