

Co-op & Career Centre
Resume Gallery

School of Hospitality and Tourism Management

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Bachelor of Hospitality and Tourism Management (Honours)..... 3

Craig Anderson

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EDUCATION

Bachelor of Hospitality and Tourism Management (Honours)

2022-Present

Algonquin College, Ottawa ON

- Member of BHTM Students & Alumni Society
 - Class Representative for the 2021-2022 academic year
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PROGRAM-RELATED SKILLS

- Introductory knowledge of financial and managerial accounting to determine the budget and keep track of cash flow
 - Hotel operations skills including knowledge of hotel guest cycle and use of hotel property management system to effectively track tasks and duties
 - Ability to develop product knowledge and explore issues of sustainability and local food sources of food and beverage items
 - 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

Host

2020-Present

The Voltaire

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

Assistant Manager

2019-2020

One Up Gaming Centre

- 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 \$50,000 of products and events to clients
- Made weekly staff schedules, completed booking invoices, and took payment from clients

Host	2019
MacLaren's	
<ul style="list-style-type: none"> □ Ensured guests were greeted and escorted to their table in an efficient and expeditious fashion by using the POS seating system □ Meticulously monitored the open dining sessions of the restaurant for empty and clean tables, estimating wait times for guests, monitoring the guest waiting list, and ensuring the needs of the guests were met while they were waiting □ Answered the telephone to book reservations, moved tables together to accommodate large parties 	

TRAINING & CERTIFICATIONS

First Aid & CPR	2022
St. John's Ambulance	
Food Handler Certification	2021
City of Ottawa	
Smart Serve Licence	2021
Smart Serve Ontario	

REFERENCES

Thomas Revette
 Supervisor, The Voltaire 613-727-4723
manager@restaurant.com

Donna Bueller
 General Manager, MacLaren's
 613-123-4567
DonnaGM@email.com

SAMIRA LANE

 (613) 000-0000

 email@algonquinlive.com

EDUCATION

<u>Bachelor of Hospitality and Tourism Management (Degree)</u>	2022-Present
Algonquin College, Ottawa ON	
Restaurant Operations and Hotel Management (Diploma)	2022
Algonquin College, Ottawa ON	

PROGRAM-RELATED SKILLS

- Ability to work within a team or as a leader based on knowledge of leadership principles and frontline hospitality and tourism experience
- Basic knowledge of budgeting, purchasing, labor cost control, and food and beverage operations.
- Able to conduct, and write proposals and progress reports for businesses
- Adept at interacting with various clients and conducting 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 employees, job analysis, and understanding process of human resources

WORK EXPERIENCE

[Server](#) 2020-Present

Tom's Restaurant

- 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 the accurate inventory of restaurant food and beverage products
- Working in a team environment developer leadership and communication skills
- Organizing, cleaning, and monitoring front-of-house, prioritizing both client and co-worker safety

[Barista](#) 2019-2020

The Elephant Lounge

- Made cocktails quickly and accurately for a high volume of 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 a friendly and professional manner to create a welcoming environment developing strong communications skills

Lava Springs Country Club

- 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 the event ran smoothly
- Set up and tore down events in an efficient and timely manner, developing excellent time management
- First point-of-contact for customer questions and concerns developing conflict resolution skills

VOLUNTEER EXPERIENCE

Event Director

Geek Convention

- Ensured the event had safety protocols in place and crowd control for the safety of guests
- Contacted over 15 organizations and community partners for sponsorships and panelist opportunities
- Planned and organized layout of convention while considering the accessibility of the venue

PROFESSIONAL CERTIFICATIONS

- Ontario Smart Serve Certification
- Standard First Aid – CPR
- Ontario G-Class Driver’s License
- Food Handler Certification

REFERENCES

Manager Lucas Morrison
Tom’s Restaurant
Email@baremail.com

Supervisor Muhammad Yousaf
Elephant Lounge
Email@golfclub.com