

Hayden Hospitality

Harrisonburg, VA | 540-568-0000 | hayden@dukes.jmu.edu

Education

James Madison University (JMU) – Harrisonburg, VA

May 20XX

Bachelor of Science in Hospitality Management; Minor in General Business

Cumulative GPA: 3.4/4.0, Major GPA: 3.7/4.0

Hospitality Experience

Food and Beverage Intern

The Country Club of Virginia – Richmond, VA

May 20XX – August 20XX

- Rotated through different Food and Beverage departments to gain experience in various areas including: Poolside Café, The Grill, Fine Dining, Culinary/Kitchen, Banquets, and Special Events
- Utilized the Banquet Event Order program to plan and diagram event layouts
- Aided managers in allocating payroll, budget, and labor hours; recorded data for future use
- Provided stellar customer service by accommodating Club members' needs quickly and efficiently
- Opened and closed The Grill, proactively managing resources to make sure the restaurant and its staff were operating efficiently

Catering Intern

The Local – Charlottesville, VA

December 20XX – September 20XX

- Supported the head caterer by organizing and planning 32 events
- Assisted with sales meetings; wrote proposals and invoiced clients
- Managed the set-up and take-down process for events; supervised a small staff during event preparation
- Greeted/addressed guests in a professional manner; communicated well with servers and hosts

Extern

Aramark – Harrisonburg, VA

September 20XX – December 20XX

- Displayed exceptional customer service by fulfilling guests' needs in a timely manner
- Performed under high pressure situations by staying focused and aware of the surroundings
- Projected the amount of food and beverage needed during catering events
- Supplied guests with made-to-order meals in a timely fashion

Wedding Planning Assistant

Panorama Farms – Charlottesville, VA

May 20XX – July 20XX

- Facilitated a successful event by establishing timelines and communicating details to vendors
- Decorated and implemented the overall design plan based on event specifications
- Actively guided and executed event transitions and communicated last-minute details to the wedding party to ensure all events ran smoothly
- Create a hospitable environment by maintaining a friendly demeanor
- Quickly and discretely carried out the bride and groom's wishes while managing event details

Professional Associations and Certifications

- Member – **Club Managers Association of America** (CMAA)
- Member – **Women's Food Service Forum** (WFF); Attended April 20XX WFF Conference
- ServSafe Food Handler trained; ServSafe Food Allergens trained
- Training for Intervention Procedures (TIPS) certified

Community Involvement

JMU Club Lacrosse

- Treasurer
- Tournament Chair

August 20XX – June 20XX

September 20XX – May 20XX

May 20XX – June 20XX

Boys and Girls Club Volunteer, Harrisonburg, VA

September 20XX – December 20XX