

MICHAEL TOURIST

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EDUCATION

BS, Tourism and Events, Management Expected May, 2020

Concentration Hospitality Management GPA 3.3

George Mason University, (GMU) Fairfax, VA

Relevant coursework: Introduction to Travel and Tourism, Introduction to Events Management, Hospitality Management Information System, Food and Beverage Management and Wedding Planning and Management

RELATED EXPERIENCE

Front Desk, Intern, Quality Stay, Highland Park, VA Summer, 2018

- Executed an average of 60 nightly check-ins, promoted hotel services to guests while providing excellent customer service.
- Assisted guests with arrival and departure from hotel while providing positive guest experiences.
- Greeted customers immediately with a friendly and sincere welcome. Listened to and understood requests responding with appropriate actions and provided accurate information such as outlet hours and local attractions.
- Completed the registration process by inputting and retrieving information from a computer system, confirming pertinent information including the number of guests and room rate.
- Made appropriate selection of rooms based on guests needs. Code electronic keys. Nonverbally confirmed the room number and rate.
- Provide welcome folders containing room keys, certificate, coupons and refreshment center keys as appropriate.

Event Planner Assistant, Global Events, Inc. Fairfax, VA

January - June, 2017

- Assisted Events Manager in directing the work of contract personnel including ushers, security, guards, caterers and decorators.
- Explained policies and procedures for use of the Eagle Bank Arena facilities to clients and the general public.
- Advised clients on setup options and types of materials needed to achieve desired results.
- Calculated and provided clients with estimates of potential costs in completing an event.

ADDITIONAL EXPERIENCE

Resident Advisor, GMU, Fairfax, VA

September 2017 - May 2018

- Managed and regulated freshman student resident hall; enforced university safety policies.
- Advised students on academic and personal issues; referred students to appropriate university life resources and service available on campus.
- Assessed student needs and interests to develop suitable programs; arranged for presenters and handled logistics for three programs each semester.

HONORS/ACTIVITIES

Vice-President, Eta Sigma Delta: International Hospitality Management Society, GMU, 2017

- Coordinated networking events for student organization with a membership of 75 and serve on the advisory board.
- Recipient of the Falls Church Professional Employer Association Scholarship 2016

SKILLS

- Familiar with MICROS OPERA Property Management System (PMS)
- Proficient in Microsoft Word, Access, Excel, and working knowledge of PowerPoint
- Intermediate level in Spanish