Regina Parker

Phone Number | Email | City, State

LinkedIn URL

# EDUCATION

**West Virginia University** |Morgantown**,** WV May 20XX

Bachelor of Science in Business AdministrationGPA: 3.97

Major: **Hospitality and Tourism Management**

Minor: **Marketing**

# INTERNSHIP EXPERIENCE

**Nemacolin Woodlands Resort,** Farmington, PA May 20XX-August 20XX

**Lodging & Guest Services Intern**

* [Begin with action verb; focus on your accomplishments/results & value added to the origination]
* Delivered exceptional service by applying Forbes Five-Star training at the Falling Rock front desk, leading to a 20% increase in guest satisfaction scores.
* Addressed and resolved service-related issues promptly, enhancing guest experiences and achieving a 20% reduction in complaint resolution time.
* Coordinated with maintenance and housekeeping teams to ensure timely and effective service, resulting in a 15% improvement in overall guest satisfaction ratings.

**Fresh Hospitality LLC,** Morgantown, WVMay 20XX-August 20XX

**Taziki’s Café Intern**

* Coordinated and executed catering for women’s and men’s basketball tournaments at WVU, enhancing event experience and increasing customer satisfaction.
* Developed and implemented performance metrics for food, service, price, and atmosphere, providing actionable feedback to management and leading to a 15% improvement in overall restaurant performance.
* Launched and managed a new social media page to promote specials, campus events, and restaurant updates, resulting in a 25% increase in online engagement and brand visibility.

WORK EXPERIENCE

**Hilton Garden Inn,** Morgantown, WV August 20XX-December 20XX

**Banquet Setup/Server**

* Followed banquet event orders to ensure banquet rooms met specifications for each individual event and reset room to the original state after the event concluded.
* Seated and served guests, removed dinnerware with practiced pacing skills, and ensured cleanliness of the dining area.
* Organized a banquet for over 500 participants by creating seating arrangements, making menu decisions, and decorating the venue.
* Multi-tasked during events to assist servers, reported maintenance issues to management, and provided any necessary information to banquet patrons

# UNDERGRADUATE PROJECT

# **Event Planning Practicum**  Spring 20XX

* Collaborated with a group of three students to create an annual event for a local non-profit.
* Organized the essential details for an event, including event type, audience, timing, budget, and venue.

# CAMPUS LEADERSHIP AND ENGAGEMENT

**MountaineerTHON** September 20XX-Present

* Designed and managed the event schedule, coordinated in-event activities, and handled all logistical aspects.
* Liaised with external contractors to ensure seamless coordination and execution of event plans.

**WVU Hospitality Club** August 20XX-Present

* Attend weekly meetings and guest speakers to grow professionally