**JULIA SMITH**

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SUMMARY
Enthusiastic hospitality manager currently completing education in the field. A proven leader with excellent communication skills, and highly motivated to learn and succeed. A strong professional dedicated to providing outstanding service to exceed customer expectations.

HIGHLIGHTS

 Outstanding Interpersonal and Communication Skills

 Effectively Take Initiative.

 Group Leader

 Collaborative Team Member

 Microsoft Office

EDUCATION

2013 **University of Alabama** (Tuscaloosa, AL, USA)

 **Bachelor of Arts:** Hospitality Management (expected completion 2016)

**University of Missouri-Columbia-** Columbia, M O, USA

 Coursework: Introduction to Hospitality Management, Fundamentals of Sports Venue Management, and Agricultural Education Leadership

EXPERIENCE

Customer Service

 Determine customer needs and provide assistance.

 Delivered outstanding customer services as a sales associate for a clothing boutique. Sales

Conduct accurate financial transactions.

Leadership and Training

Perform working interviews to evaluate skills of potential staff.

Train new employees to high club standards.

Flexibility

 Adapt service to fit the needs of individuals and families in high stress situations.

Identify problematic situations and adeptly resolve incidents.

Inventory

Keep accurate records and correctly calculate inventory.

WORK HISTORY
06/2014 to Current Server and Banquet Worker

 Club at Old Hawthorne -Columbia, M O

# 08/2011 to 08/2012 Sales Associate

 Laurie Solet Boutique St. Louis, M O

Extra-curricular activities

Mizzou Association of Venue Managers – Active Member

 Student led organization for students with an interest in sports or entertainment venue management.

Chi Omega Fraternity – Active Member, Philanthropy Committee Camp Kessum – Volunteer

Student led organization focused on sending children whose parents have/had cancer to a week-long summer camp.

Volunteer for blood marrow drive led by Camp Kessum

Boys and Girls Club Tuscaloosa, Alabama – Volunteer

Tutored elementary children in reading and math.

National Society of Collegiate Scholars – Active Member

Tau Sigma National Honor Society – Active Member