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Supplement to the
Cornell Career Services
Career Guide

WRITING AN EFFECTIVE RÉSUMÉ

It is never too early to prepare your résumé. During your study at Cornell, you will have many occasions to use a résumé to market yourself. Summer and full-time employment opportunities are obvious times, but events such as career fairs, guest lectures, HEC, and field trips provide opportunities for you to network by presenting your résumé.

There are two purposes for a résumé, neither of which is to get a job. The main purpose is to get the attention of the reader. The résumé is often a potential employer's first impression of you. Present yourself as a professional, organized, and competent person so that the person reading the résumé will want to meet you. The second purpose of the résumé is to help interviewers remember you after the interview and to help them present you positively to others. **Your résumé is an advertisement of you.**

A résumé is a summary of your academic, employment, and personal experiences. Focus on your career interests and organize your qualifications in support of your career goals and objectives. Complete your résumé by concisely describing your specific skills and experiences. Your résumé should lead the interviewer to ask questions that let you emphasize your accomplishments and talents.

PREPARATION

Writing an effective résumé will require preparation. Spend time conducting a self-inventory of your experiences, activities, and skills. Review your educational, extracurricular, employment, and volunteer experiences. Think about course work, honors and awards, and any technical skills you have developed. Begin by *brainstorming* about these experiences and writing everything down. These lists form the basis of your résumé and help you identify your accomplishments. Gradually eliminate less important information as you focus on the position you are currently seeking and polish your résumé. Keep in mind that a résumé is usually divided into sections: education, experience, activities, and skills are most commonly included.

Analyzing your accomplishments is essential to this process. Think about responsibilities, skills, results, and accomplishments. Potential employers look for evidence of certain qualities, characteristics, and skills. You can demonstrate your capabilities through the accomplishments and activities you include in your résumé. Focus your résumé to express your qualifications for a specific position or specific area—you may have several résumés, each catered around different interests.

The information you have compiled can now be *categorized* for your résumé. Sections can be included depending on the information you want to convey. No one résumé format that will work equally well for everyone, but most résumés follow basic formats.

ELEMENTS OF A RÉSUMÉ

- **Personal Information.** Include your name, school and permanent addresses, e-mail address and telephone number. **Do not** include facts that are irrelevant to the job, such as height, weight, age, or marital status.
- **Objective.** We do not recommend that you include an objective on your résumé. A more effective way to communicate your objective is through your cover letter.
- **Educational Background (or Education).** Include Cornell University – School of Hotel Administration, Ithaca, NY, the degree you expect to receive, and your graduation month and year. You can also include concentration, GPA (only include if above 3.0), and academic honors (such as Dean's List). If you are a transfer student or have attended other institutions since high school, you should include this information if it strengthens your résumé. Include any study

abroad in this section. High school is usually not included unless it would be positively recognized in the area where you will be pursuing employment.

- **Relevant Coursework.** List coursework that is pertinent to the positions you are applying for. If you're applying for different types of positions, for example: Finance, Real Estate, and Hotel Operations, you may need to develop several résumés with coursework that matches the requirements of the different positions. Freshmen might omit this section, if you have taken only required courses so far.
- **Experience (or Work Experience, Relevant Experience, Professional Experience).** Your experience, volunteer or paid, is the most important thing you have going for you, and should be the largest part of your resume. This section need not be limited to permanent or paid experiences; you may also describe volunteer work, internships, or other positions in greater detail. Each entry should include the following: name of the organization/company, city and state where you worked, the dates of employment/involvement, and the position you held. Do not include superiors' names or the company's exact address. Use **bold** and *italics* to set items apart and to help highlight important information.

Using the *bullet format* (see resume samples), list responsibilities, skills, activities, and challenges that describe the position. Put the most important and relevant aspects of your job first. Use *action verbs* (a list of common action verbs is provided) to begin each point to convey that you are active and productive. Avoid the first person (*I, me, my*). Each bullet point should be concise, yet informative—do not use complete sentences, yet pack your statements with descriptions and specific accomplishments that will help you to market yourself. Convince prospective employers that you were an asset in each position you held. *Quantify* whenever possible (number of employees you supervised, dollar amount of sales volume increase, responsible for [dollar amount] cash bank, number of covers served in shift, type of restaurant/hotel and number of seats or rooms, etc.). Be consistent in formatting and grammatical phrases, and avoid using vague, generalized statements.

- **Skills, Activities, Interests.** Use this section to list special skills relevant to your career goals. This section should include foreign language(s), computer expertise, and may include professional memberships and affiliations, extracurricular activities, interests, and hobbies. Use the appropriate headings(s) to meet your needs. Decide what information to include based on space available and its relevance to the position you are seeking. List high school activities only if they support your objectives—usually include this type of information only in your freshman year résumé.
- **References.** Do not write "References available upon request." Have a prepared list of references with names, addresses, phone numbers, and e-mails available to give to an interviewer when requested. Always ask permission from your references before distributing this information. Provide each reference with a copy of your résumé.

RÉSUMÉ FORMAT

As mentioned above, there is no one correct format for writing a résumé. Two basic styles of résumés are chronological and functional, and it is your choice whether to be traditional or creative. Keep in mind that prospective employers are looking for certain qualities and skills to be expressed in a résumé, so choose the format that will express your accomplishments most effectively. The type of position, the atmosphere of the company, and the field of interest are determining factors in deciding which style to use.

- **Chronological** résumés are the most traditional and commonly used format. The layout is in the order of the sections as previously described, with education and work experience listed in

reverse chronological order (most recent first). The advantage of this format is that it is easy to read and shows continuity and career growth. This style is most effective when the career goals you have targeted match your experience and academic background—it is appropriate and desirable for most people. Examples of this format can be found in the resume samples.

- **Functional** résumés state capabilities, highlight transferable skills, emphasize major contributions, and de-emphasize job titles and dates of employment. Use your objective or goal to prioritize the information according to the type of position you are seeking. Select headings that best describe you professionally (Sales and Marketing, Food and Beverage, or Properties Management, for example). A reverse chronological listing of employers, positions, and dates should appear in a condensed form below the “functional” information. The functional résumé can be a very effective style for people who have a clear-cut career focus or specialized needs. Some employers dislike this format because it is more difficult to extract the information they need and because it can be used by applicants to disguise problem areas.
- **Alternative** formats should be used selectively. Your personal preference will be the determining factor in your choice of résumé formats. An alternative form may be appropriate if you are a highly creative and unique individual, you want to call attention to your differences, you like taking risks, or your specialization requires creativity (marketing or advertising, for example). Alternative formats could include a brochure about yourself, videotape, website, or a concept résumé such as a baseball card. Keep in mind that alternative résumés are highly risky; traditional employers may not respond positively to a new format, and your résumé may not be read. However, a creative résumé may be what certain applicants need to get noticed.

No matter which format you decide to use, the layout of your résumé is very important. Most recruiters scan hundreds of résumés a year. You have 10-15 seconds to catch and hold a recruiter’s interest. Your résumé must have “scanability.” This means that you should highlight information that will tell the recruiter about you in a glance. Use bullets, indentations, CAPITALIZATION, spacing, **bold**, and *italics*, to make it easy for the reader to find pertinent information. Balance your résumé with an appropriate amount of white space.

OTHER GUIDELINES:

- Be consistent when listing dates and experiences. Use the same formatting, spacing, and emphasis throughout your résumé.
- Margins should be a minimum of a 1/2" on all sides. More white space throughout will make your resume easy to read.
- Your résumé should be concise and usually limited to one page. When in doubt about whether or not to include an item, decide if it supports your objective or goal (i.e. the position you are currently seeking). Stress positive factors and omit negative ones. Important items should be immediately identifiable; the résumé should be clear and uncluttered. The structure should be simple and well organized, regardless of which format you decide to use.
- Emphasize important information such as your name, section headings, name of the university, and your position or the name of your employer, depending on which merits greater attention. Again, using **bold** and *italics* makes information stand out; save ALL CAPS for headings.
- Relegate dates—the least important information—to the right-hand side of the page (because readers will scan from top to bottom and from left to right).
- Use concise and clear language. Use the minimum number of words necessary to communicate. Start each description with precise action words that convey measurable accomplishments and problem-solving skills. Avoid passive phrases such as “My duties included...” and “Responsible for...” Use past tense when describing jobs you have completed.

- Keep in mind the position you are seeking when preparing your résumé. The information on your résumé should be targeted to a specific position, field, or area of interest. You may have more than one résumé—customize each to the position you are seeking.
- Avoid abbreviations as much as possible. Spell out numbers from one to ten, and use numerals for 11 and above (example: “three days” or “15 people”).
- Ask other people to proofread and critique your résumé for accuracy, content, and style. Be sure grammar, spelling, and punctuation are correct. Bring it to the Career Management located in the Office of Student Services to have it critiqued by experienced staff.
- If you need to print your résumé (using a laser printer), use high-quality bond paper. Choose a neutral color, such as ivory, cream, or light gray. Print your cover letters on the same paper, and use matching envelopes.
- Use samples as guides. The following pages contain sample résumés that incorporate the general guidelines mentioned above. The samples are examples of actual résumés which you can review for different formats, wording, and style ideas that will help you create a résumé that is unique.

MOST COMMON MISTAKES

- **Résumé is too long.** In most cases, limit your résumé to one page.
- **Failure to send a cover letter with the résumé.**
- **Poorly typed or sloppy résumé.** Most employers base their initial opinions of applicants on the appearance of their résumés.
- **The résumé is disjointed or disorganized.** Put the most important information first, make it easy to read, and organize it sensibly—focus on *skim-value*.
- **The résumé is either overwritten or too sparse.**
- **The résumé tries too hard.** Including binders, photographs, and too many fonts distract from the professional appearance and clarity of the résumé.
- **Careless mistakes (misspellings, inconsistency, and poor grammar).**
- **The résumé is not oriented for results.** Stress accomplishments and skills in your résumé. It is important for prospective employers to know your qualifications and abilities, so let them know what you have done in the past and what you can do for them in the future. Use the cover letter to emphasize specific information in your résumé.

DESCRIBING YOUR EXPERIENCE

TRANSFERABLE SKILLS

When describing your experience, think hard about your **“transferable skills.”** What did you do in your previous work that could be useful in the job you are now seeking? It’s up to you to make the connection, and to tell the employer about your experience that is relevant in some way.

Following is a partial list of skills valued by many different organizations. Think about whether you possess any of these skills and incorporate them into your résumé, cover letter and interviews.

administering programs
advising people
analyzing data
appraising services
arranging social functions
budgeting expenses
calculating numerical data
checking for accuracy
coaching individuals
compiling statistics
coordinating events
corresponding with others
counseling people
creating new ideas
delegating responsibility
designing products
dispensing information
displaying artistic information
distributing products
editing publications

estimating costs
evaluating programs
exhibiting plans
handling complaints
interpreting languages
interviewing people
inventing new ideas
investigating problems
listening to others
locating missing information
managing an organization
mediating between people
meeting the public
motivating others
negotiating contracts
operating equipment
organizing people and tasks
planning agendas
planning organizational needs
preparing materials

promoting events
raising funds
recording scientific data
recruiting people for hire
rehabilitating people
researching in library
reviewing programs
running meetings
selling products
serving individuals
setting up demonstrations
speaking in public
supervising others
teaching classes
trouble shooting equipment
updating files
visualizing new formats
working with precision
writing clear reports
writing for publication

ACHIEVEMENTS

What did you actually accomplish in a job or extra-curricular activity? Provide hard evidence of your achievements so the employer can visualize you doing the task.

Here what is meant by “achievements” ...

- As program coordinator, initiated new system of data entry that reduced turnaround time by one-third
- University expenses were financed by personal earnings earned through part-time and summer jobs
- Promoted to supervisor position with additional responsibilities and a 50-percent increase in salary
- Have a working knowledge of the operation and maintenance of the following departments:
_____, _____, and _____
- First summer student invited back to firm
- Organized a special Power Point presentation to departmental managers
- Article in the corporation newsletter highlighted the results of summer project
- Report was described as “timely and well researched”
- Awarded substantial pay bonus for completing difficult field survey
- Graduated in upper ten percent of the class
- Received an excellent recommendation (evaluation) upon completion of the project
- Successfully completed the company training course designed for full-time staff.
- Asked to represent department on a company-wide task force investigating the applications of robotics to the manufacturing process

- Earned special commendation from the Vice President of Operations for completing the project ahead of schedule
- Presented recommendations of the report to senior management. Recommendations were well accepted and most of them acted upon.
- Was offered and accepted a position of greater responsibility
- Managed an operating budget in excess of \$100,000.

ENVIRONMENTS

...think hard about what "environments" you were exposed to. What you saw and what you experienced could be of interest to potential employers.

Were you part of...

- a fast growing business, a results-oriented firm
- a small, medium or large organization
- an entrepreneurial environment
- a leading edge hotel company
- a competitive high pressure culture
- a creative, artistic environment
- an international business organization, a global business
- an organization with high quality or high service values
- an environment which brought you face to face with the public
- a position that involved conflicts

ACTION VERBS COMMONLY USED IN THE HOSPITALITY INDUSTRY

(from the Cornell Career Services Career Guide)

accomplished	confirmed	facilitated	monitored	resolved
achieved	consolidated	familiarized	motivated	responded
acted as/on	constructed	fielded	negotiated	restored
adapted	consulted	finalized	observed	restructured
addressed	controlled	financed	obtained	revamped
adjusted	converted	forecasted	operated	reviewed
administered	convinced	formalized	orchestrated	revised
advised	coordinated	formatted	ordered	revitalized
advocated	corrected	formulated	organized	scheduled
aided	corresponded	founded	oriented	screened
allocated	counseled	furnished	originated	searched
amended	created	gathered	overhauled	secured
analyzed	critiqued	gauged	oversaw	selected
applied	cultivated	generated	participated	served (as)
appraised	customized	guided	performed	set (up)
approved	dealt with	headed	persuaded	settled
arranged	decided	hired	planned	shortened
ascertained	decreased	hosted	polled	simplified
assembled	defined	identified	predicted	sold
assessed	delegated	illustrated	prepared	solicited
assigned	delivered	implemented	presented	solved
assisted	demonstrated	improved	preserved	spearheaded
attained	described	improvised	presided	specified
attended	designated	incorporated	priced	spoke
audited	designed	increased	prioritized	standardized
augmented	determined	influenced	probed	streamlined
authorized	developed	informed	processed	strengthened
balanced	devised	initiated	produced	studied
bargained	directed	inspected	programmed	submitted
benchmarked	discovered	installed	projected	substantiated
broadened	displayed	instituted	promoted	suggested
budgeted	disseminated	instructed	proofread	summarized
built	distinguished	integrated	proposed	supervised
calculated	distributed	interacted	provided	supplied
canvassed	documented	interpreted	publicized	supported
carried out	drafted	interviewed	published	surpassed
catalogued	edited	introduced	purchased	surveyed
centralized	eliminated	invented	pursued	synthesized
chaired	employed	inventoried	quantified	systematized
checked	encouraged	investigated	quoted	tailored
chose	enforced	involved	raised	targeted
clarified	engineered	issued	ranked	taught
classified	enhanced	launched	rated	team-taught
coached	enlisted	lectured	recommended	tested
collaborated	ensured	led	reconciled	trained
collected	established	leveraged	recorded	transferred
combined	estimated	lobbied	recruited	transformed
communicated	evaluated	located	redesigned	translated
compared	examined	maintained	reduced	transmitted
compiled	exceeded	managed	referred	trimmed
completed	executed	marketed	refined	tutored
composed	exercised	maximized	registered	unified
computed	exhibited	measured	regulated	updated
conceived	expanded	mediated	reorganized	upgraded
conceptualized	expedited	minimized	replaced	validated
concluded	explained	modeled	reported	verified
condensed	explored	moderated	represented	wrote
conducted	extracted	modified	researched	

First Last

Current Address:
1126 College Ave, Room 12
Ithaca, NY 14850

flxx@cornell.edu
(919) xxx-xxxx

Home Address:
26 Stone Hook Drive
Overland Park, KS 10056

EDUCATION

Cornell University, School of Hotel Administration, Ithaca, New York
Candidate for Bachelor of Science, May 20xx

Overland Park High School, Overland Park, Kansas
Graduated 20xx
Top 8% of class

WORK EXPERIENCE

American Food and Vending (AFV), Kansas City, Missouri *December 20xx – January 20xx*
Intern, Assistant to Head Chef and General Manager

- Created order guides and templates to make ordering and visual displays easier for management
- Helped open a new AFV account in downtown Kansas City
- Acquired understanding of AFV financial accounting procedures

Culver's Restaurant, Overland Park, Kansas *March 20xx – December 20xx*
Shift Leader *August 20xx – December 20xx*

- Acted as closing manager and manger-in-charge during manager's absence
- Used personal discretion in meeting customer needs by promoting positive customer relationships
- Trained, supervised and delegated tasks to 4 employees
- Learned responsibilities of all positions in restaurant
- Reported and handled customer complaints

OTHER EXPERIENCE

Self-Started Photography Business, Overland Park, Kansas *June 20xx – Present*
Photographer, Videographer, Owner

- Personalize unique CDs and DVDs of special events for each customer
- Tailor event to customer specifications
- Develop skills in photography, videography and marketing

83rd Hotel Ezra Cornell, Ithaca, New York *September 20xx - Present*
Photography Function Manager

- Oversee and shoot photographs for student-run conference for hospitality industry leaders

Overland Park Elementary, Overland Park, Kansas *January 20xx – May 20xx*
Volunteer

- Taught second graders to read and develop math skills
- Assisted teachers and graded papers
- Helped students with individual problems on homework and projects

LANGUAGE/COMPUTER SKILLS

- Basic knowledge of written and spoken Spanish
- Proficient in Microsoft Office (Word, Excel and PowerPoint), Adobe Photoshop, Apple's Final Cut Pro, Autodesk's 3Ds Studio Max

FIRST LAST

Current Address:
1126 College Ave, Room 12
Ithaca, NY 14850

flxx@cornell.edu
(607) xxx-xxx

Permanent Address:
26 Stone Hook Drive
Washington, DC 10056

EDUCATION

CORNELL UNIVERSITY, SCHOOL OF HOTEL ADMINISTRATION, Ithaca, NY

- Candidate for Bachelor of Science Degree, May 20xx
Cumulative GPA: 3.66
Dean's List - three semesters
Teaching Assistant: Introduction to Hotel Operations and Communicating to Manage in the Hospitality Industry

WORK EXPERIENCE

STATLER HOTEL (153 Rooms), Ithaca, NY

The Statler Leadership Development Program - a rotational hotel operations fast-track leadership program facilitating professional growth in collaboration with industry executives to guide students to become industry leaders

PBX Operator 20xx - Present

- Direct telephone communication throughout hotel
Organize and maintain front office
Manage guest mail, faxes and messages
Handle guest requests and concerns

Front Desk Agent 20xx - Present

- Train 5-8 new employees per semester
Handle registration for 30-60 guests per evening
Settle guest accounts
Enhance guest experience by performing concierge duties and Resolve customer service issues

Rooms Attendant 20xx - Present

- Clean 16 guest rooms per day paying close attention to time management, attention to detail, and hotel room standards

Hotel Concierge 20xx - Present

- Act as information source for VIP guests
Handle guest airline, limousine and restaurant reservations
Organize recreational activities

82nd HOTEL EZRA CORNELL, School of Hotel Administration (student-run industry conference), Ithaca, NY

F&B Events Team volunteer Spring 20xx

- Assisted with front of house service activities such as set up, service and break down of a 250 guest event

STRATFORD ACCIDENT & CASULTY INSURANCE COMPANY, Washington, DC

Personal Assistant to the Manager of Human Resources Summer 20xx

- Created business documents including memos and letters
Organized files
Transcribed staff meetings minutes

Telephone Operator Summer 20xx

- Answered multi-line phone system and directed calls to appropriate department or person
Corresponded with customers regarding bills and payment

EXTRACURRICULAR ACTIVITIES

- International Student Admission Ambassadors 20xx - Present
National Society for Minorities in Society 20xx - Present

SKILLS AND LANGUAGES

Computer:

- Microsoft Office (Word, Access, Excel, PowerPoint, Publisher)
Proficient in Micros Fidelio and Opera Property Management Systems

Languages:

- Basic Spanish

FIRST MIDDLE LAST

1126 College Avenue, Apt. 16
Ithaca, NY 14850

fmlxx@cornell.edu
(303) xxx-xxxx

EDUCATION **Cornell University—School of Hotel Administration**, Ithaca, NY
Candidate for Bachelor of Science, May 20xx
GPA: 3.54
Dean's List: Six semesters

RELEVANT COURSEWORK Principles of Real Estate
Hospitality Financial Management (Introduction to Real Estate)
Hospitality Finance

EXPERIENCE **Uno Chicago Grill**, High Point, NC *6/20xx - 8/20xx*
Waiter

- Multitasked by simultaneously serving up to 28 patrons at a casual dining property
- Observed and provided input during a major management change involving regional and corporate executives that ultimately resulted in the closure of the restaurant
- Fulfilled complete table service duties including taking food orders, placing orders in MICROS System, running orders to tables, and clearing and setting tables

Residence Inn by Marriott, Somerset, NJ *5/20xx - 8/20xx*
Rotational Intern

- Exercised flexibility in serving guests between front desk, sales office, kitchen, and housekeeping departments at an extended stay property
- Employed intern versatility of numerous guest contact points in order to exceed guest and managerial expectations

The Statler Hotel, Ithaca, NY *2/20xx - 5/20xx*
Bell Person

- Collaborated closely with a small team of student-workers and student-managers
- Served as valet for hotel, restaurant, and special events at a four-star property on Cornell University's campus

The Bamboo Grille, Basking Ridge, NJ *9/20xx - 8/20xx*
Hostess

- Greeted, sat guests, and managed a manual seating chart in a high-volume, fine dining property
- Improvised and acted independently in training 4 new hosts without a formal training program

SKILLS Computer: Microsoft Office Suite (Word, Excel, PowerPoint, Access)
Culture: Lived and traveled extensively in South America
Language:

- Fluent in written and verbal Spanish
- Knowledgeable in reading and communicating in Portuguese, Italian, and French

ACTIVITIES Student Research Support Specialist for School of Hotel Administration *8/20xx - Present*
Teaching Assistant for Introduction to Information Systems Management *1/20xx - Present*
Student Advisory Board—Selected by Hotel School Dean of Students *1/20xx - Present*
Alpha Chi Omega Fraternity—Chapter Relations and Standards Board *1/20xx - Present*
MEMBER: Cornell Hotel Society

FIRST MIDDLE LAST

1126 College Avenue, Apt. 16
Ithaca, NY 14850

fmlxx@cornell.edu
(303) xxx-xxxx

EDUCATION Cornell University—School of Hotel Administration, Ithaca, NY

Candidate for Bachelor of Science, May 20xx

GPA: 3.54

Dean's List: Six semesters

RELEVANT COURSEWORK Principles of Real Estate

Understand four perspectives—investment, market, mortgage finance, and legal—to make real estate investment and financing decisions, use real estate resources wisely, and understand public policy issues

Hospitality Financial Management—Introduction to Real Estate

Use quantitative tools of decision support models, comprehending the ownership of hospitality assets, how the assets and the owner's positions are valued, and the drivers of unit-level revenues and values

Hospitality Finance—Managerial Finance

Apply accounting and cash flow information for financial planning, capital structure decisions, capital budgeting evaluation, and long-term financial decision-making

EXPERIENCE Uno Chicago Grill, High Point, NC

June 20xx–August 20xx

Waiter, 216-seat casual dining restaurant

- Multitasked by simultaneously serving up to 28 patrons
- Provided input during a major management change involving corporate executives that ultimately resulted in the closure of the restaurant
- Fulfilled complete table service duties including taking food orders, placing orders, running orders to tables, and clearing and setting tables

Residence Inn by Marriott, Somerset, NJ

May 20xx–August 20xx

Rotational Intern, 108-suite extended stay hotel

- Exercised flexibility in serving guests between front desk, sales office, kitchen, and housekeeping departments at an extended stay property
- Exceeded guest and management expectations by employing versatility of numerous guest contact points to think innovatively

The Statler Hotel, Ithaca, NY

February 20xx–May 20xx

Bell Person, 153-room four-star hotel on Cornell University's campus

- Collaborated closely with a small team to accommodate the demanding schedules of student-workers and student-managers
- Represented the School of Hotel Administration and Cornell University while serving as valet for the hotel, restaurant, and special events

LEADERSHIP ACTIVITIES Student Advisory Board, Selected by the Dean of Students

January 20xx–Present

Serve as a liaison between faculty and students of the School of Hotel Administration

Student Research Support Specialist, School of Hotel Administration

August 20xx–Present

Undertake projects as needed for the Associate Dean for Academic Affairs

Chapter Relations and Standards Board, Alpha Chi Omega Fraternity

January 20xx–Present

Promote and enforce membership standards and responsible behavior for the chapter

Teaching Assistant, Introduction to Information Systems Management

January 20xx–Present

Support professor by attending class, grading, and holding office hours for students

SKILLS Computer:

- Microsoft Office Suite (Word, Excel, PowerPoint, Access)

Culture:

- Lived and traveled extensively in South America

Language:

- Fluent in written and verbal Spanish
- Knowledgeable in reading and communicating in Portuguese, Italian, and French

1126 COLLEGE AVENUE, APT. 16 • ITHACA, NEW YORK 14850
(905) XXX-XXXX • FMLXX@CORNELL.EDU

FIRST M. LAST

EDUCATION

Cornell University School of Hotel Administration, Ithaca, NY

- Candidate for Bachelor of Science Degree, January 20xx
- Teaching Assistant: *Culinary Theory and Practice*, 20xx
- Teaching Assistant: *Sustainable Development and the Global Hospitality Industry*, 20xx
- Cornell University's study program in Kona, Hawaii, 20xx

Northwestern University, Evanston, IL

School of Communication, August – December 20xx

EXPERIENCE

June – August 20xx

Four Seasons Hotel London, London, England

Room Service Department Internship • Award-winning luxury hotel, 219 rooms

- Set-up and served room service orders
- Assisted Banquet Department for functions with up to 350 guests
- Refreshed private bars for 60 rooms and suites

June – August 20xx

Kingsmill Resort and Spa, Williamsburg, VA

Front and Back Office Internship • Award-winning Anheuser-Busch 4-Diamond hotel and condominium property, 425 rooms

- Accepted reservations while marketing the resort's packages and upgrades; became proficient in Springer-Miller Reservations system
- Worked at front desk handling check-ins and resolving complaints
- Assisted at special events and banquets for up to 450 guests
- Attended *Creative Problem Solving and Leadership Training Seminars*

July – August 20xx

Russian Tea Time Restaurant, Chicago, IL

Hostess • Chicago landmark 58-seat restaurant

- Accepted and confirmed phone reservations, seated guests and confirmed their satisfaction when leaving; assisted planning for private parties

July – September 20xx

Oak Park Country Club, Oak Park, IL

Wait Staff

- Worked in casual and formal dining rooms and at special events providing table service, bill payment, and room set-up and break down

OTHER EXPERIENCES

20xx-20xx

Vice-President of Chapter Operations, Alpha Phi Sorority

- Responsible for ensuring the proper use and safety of the sorority house
- Liaison between the residents, the staff, and the property owners
- Member of the Alpha Phi Chapter Executive Board

20xx

Co-chair of the Ithaca Hunger Banquet

An event designed to raise student and community awareness of hunger issues in the U.S., while raising money to support the Southern Tier Food Bank

- Organized front-of-house and back-of-house operations, recruiting volunteers to serve, and arrange guest speakers

SKILLS

- **Language:** Conversational Spanish
- **Computer:** Microsoft Office, HTML, Fidelio and Opera Property Management Systems

Career Management in the Office of Student Services

180 Statler Hall • (607) 255-6376 • Fax (607) 255-9540 • www.hotelschool.cornell.edu/students/careers/

FIRST M. LAST

Current Address: 1126 College Ave, Apt 14D, Ithaca, New York 14850

Permanent Address: 501 Stony Street, Ann Arbor, Michigan 47709

fmlxx@cornell.edu • (319) xxx-xxxx

EDUCATION

Cornell University, School of Hotel Administration, Ithaca, NY

- Candidate for Bachelor of Science, May 20xx
- Semester At Sea, Spring 20xx: Participated in a 100–day academic voyage around the world visiting 9 countries

EXPERIENCE

The Renaissance Del Monte Lodge & Spa, Pittsford, NY

July 20xx – August 20xx

Front Desk & Guest Services Agent

- Responsible for guest registration and departures, as well as room assignments and fulfilling guest requests
- Processed guest charges and requests into the hotel’s property management and accounting system
- Answered phones, performed data entry, assisted guests with making leisure and business reservations

Starwood Hotel & Resorts, Boston, MA

January 20xx

Housekeeping Winter Extern - Westin Copley Place

- Shadowed housekeeping supervisors, managers, and Director of Housekeeping, and engaged in various operational functions of the department such as guest-room inspections
- Participated in property wide operational and staff meetings

ARAMARK Corporation, New York, NY

June 20xx – August 20xx

Food Service Management Intern

- Supervised 40 employees at Shea Stadium in eight food and beverage and retail outlets, ensured responsible safety and sanitation procedures, and executed nightly closing procedures
- Supervised 20 employees at Weinstein Dining Hall at NYU and gained experience in retail, human resources, distributing payroll, inventory management, and food production at dining outlets
- Special Project: managed Weinstein Dining Hall’s convenience store, performed weekly inventory, ordered appropriate products, and stocking deliveries

School of Hotel Administration, Office of Minority Affairs, Ithaca, NY

September 20xx – May 20xx

Student Assistant to the Director

- Helped organize recruiting and admissions events such as college-preview weekends and welcome receptions for prospective students
- Created a database to house alumni information

Student Admissions Contact Specialist

September 20xx – December 20xx

- Contacted and corresponded with prospective students, provided information about Cornell University, the School of Hotel Administration, and campus life

LEADERSHIP ACTIVITIES

National Society of Minorities in Hospitality

February 20xx – May 20xx

- Director of Academic and Professional Development (September 20xx – May 20xx)
- Mentored underclassmen through process of setting and achieving educational and professional goals

SKILLS

- Proficient in Microsoft Word, Excel, Publisher, and PowerPoint
- Certified Food Handler: Serve Safe & Certified Alcohol Server - Bar Codes

FIRST MIDDLE LAST

1126 College Ave., Apt 16
Ithaca, NY 14850

(607) xxx-xxxx
fmlxx@cornell.edu

501 Stony Way
Washington, DC 10023

EDUCATION

Cornell University, School of Hotel Administration, Ithaca, NY

Candidate for Bachelor of Science, May 20xx, **Concentration:** Real Estate Finance

Cumulative GPA: 3.68

Relevant Coursework: Real Estate Finance • Corporate Finance • Principles of Real Estate • Visual Basic for Applications • Asset Management • Hotel Design & Development • Quantitative Analysis • Financial Accounting • Real Estate Law

Teaching Assistant: Finance (Lead TA) • Hospitality Financial Management • Microcomputing • Marketing Management

EXPERIENCE

The Weitzman Group (Full-Service Real Estate Consulting Firm), New York, NY

Real Estate Intern

June 'xx – August 'xx

- Assisted in property appraisals, valuations and financial feasibility studies
- Conducted regional economic analyses of Connecticut, New Jersey, and New York City
- Helped conduct market research and analysis for mixed-use hotel and condominium developments
- Analyzed the marketability of major residential, office, hotel and commercial developments

Cornell University, School of Hotel Administration, Ithaca, NY

Research Assistant: Department of Finance Accounting, and Real Estate

March 'xx – June 'xx

- Assisted in researching securitized loan default process & relationship between market & loan performance

W Hotel Chicago City Center (436 room, Four Star property), Chicago, IL

Revenue Management Winter Extern: Starwood Hotels & Resorts

January 'xx

- Analyzed RevPAR, GOP/EBITDA, and produced daily RevMax, competitive analysis, and forecasting reports

The Ritz-Carlton Hotel Company, L.L.C., Corporate Office, Chevy Chase, MD

Corporate Quality Management Intern

July 'xx – March 'xx

- Assisted with company-wide quality control project to develop quantitative & qualitative guidelines
- Analyzed best practices across hotels to identify processes critical to guest and employee satisfaction

Corporate Food & Beverage Intern

June 'xx – July 'xx

- Created a standard menu development process that was implemented in 57 hotels worldwide
- Produced a standardized food & beverage costing process to maximize profits and validate sales price
- Developed a standardized competitive analysis and market research tool

The Statler Hotel (150 room, Three Star property), Ithaca, NY

Human Resources Associate

March 'xx – March 'xx

- Managed the employment process for over 400 student employees
- Promoted from Assistant to Associate, created Payroll Manual used by employees and trained new hires

Front Office Bellstaff

December 'xx – January 'xx

Banquets and Conference Services Waitstaff

June 'xx – August 'xx

SKILLS

- **Computer skills:** Microsoft Word, Excel (modeling & VBA), PowerPoint, Front Page, and Works
- **Language:** Oral and written fluency in Korean

LEADERSHIP AND ACTIVITIES

- Vice-President of Student Affairs, Cornell Hotel Society February 'xx – May 'xx
- Co-Founder & Student Advisor, Hospitality Students International (HSI) August 'xx – May 'xx
- Chairperson, Student Committee for Continuous Improvement (SCCI) August 'xx – December 'xx
- Student Ambassador, School of Hotel Administration August 'xx – May 'xx
- Cornell University Club Tennis Team August 'xx – May 'xx

Career Management in the Office of Student Services

180 Statler Hall • (607) 255-6376 • Fax (607) 255-9540 • www.hotelschool.cornell.edu/students/careers/

FIRST MIDDLE LAST

fmlxx@cornell.edu • 607-xxx-xxxx

Current Address: 1126 College Ave, Ithaca, New York 14850

Permanent Address: 501 Stony Dr, Tampa Bay, Florida 50269

EDUCATION

CORNELL UNIVERSITY, ITHACA, NEW YORK

MAY 20XX

School of Hotel Administration – Bachelor of Science with Concentration in Sales/Marketing

RELEVANT COURSEWORK

Marketing • Marketing Research • Strategic Management • Organizational Behavior • Human Resource Management • Financial & Managerial Accounting • Hospitality Financial Management

RELATED EXPERIENCE

JOSEPH ABBOUD, NEW YORK, NEW YORK

MAY 20XX – AUGUST 20XX

Retail Marketing/Sales Intern

- Created a database analyzing sales results, costs & benefits, employee productivity, and a bottom line analysis of implemented marketing incentives
- Assisted sales team during Market Week in the planning and sales of the Spring 2006 clothing line
- Assisted in the creation and implementation of marketing incentive plans for Joseph Abboud selling associates

SYDNEY UNIVERSITY SPORT, SYDNEY, AUSTRALIA

FEBRUARY 20XX – MAY 20XX

Marketing Intern

- Created a marketing plan for the Sports Union's fitness center of 1,500 members through consumer surveys and data analysis
- Assisted with the development of a new marketing campaign for the Sports Union
- Planned an awards banquet for 276 outstanding athletes

JONATHAN NEHMER AND ASSOCIATES, ROCKVILLE, MARYLAND

SUMMER 20XX

Design Intern

- Learned what is involved in the design process of commercial buildings
- Assisted with property lay-out and learned new design techniques and styles

OTHER EXPERIENCE

DINO'S BAR AND GRILL, ITHACA, NEW YORK

SEPTEMBER 20XX – PRESENT

Bartender

JOES CRAB SHACK, GAITHERSBURG, MARYLAND (77 table restaurant)

SUMMER 20XX

Waitress/ Head Wait

- Delegated daily tasks to 8 to 11 waiters/waitresses
- Managed high volume of covers
- Resolved guest complaints with diplomacy

BETHESDA MARRIOTT, BETHESDA MARYLAND (404 room hotel)

JANUARY 20XX – MAY 20XX

Sales and Catering Intern

- Provided information to clients regarding services and procedures
- Formulated accounting reports and maintained general booking responsibilities
- Invited to sit in on sales and concept development meetings

LEADERSHIP

FUNCTION MANAGER, HOTEL EZRA CORNELL (HEC)

20XX & 20XX

- Chosen by Design Team Manager to head a function for 200-300 guests during the weekend of HEC
- Created and executed a design concept that would encourage networking between guests and students
- Planned design and function flow of the Networking Lunch (Japanese Garden Theme) and Dean's Brunch (Mediterranean Theme)

SOCIAL CHAIR, ALPHA CHI OMEGA

20XX – 20XX

- Elected by 83 members of Alpha Chi Omega
- Responsible for planning social events with other sorority and fraternity houses on campus

ACTIVITIES

Sigma Alpha Lambda Leadership and Honor Society • Hotel School Committee Head for Mock Election • Sorority • Softball • Cornell Ski Club

First Last

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1126 College Ave. • Apt. 16 • Ithaca, NY 14850

EDUCATION

Cornell University School of Hotel Administration, Ithaca, NY

- Bachelor of Science – May 20xx, GPA: 3.63 – awarded Dean’s List each semester
- Teaching Assistant: Managerial Communication, School of Hotel **Administration** (core course) *Spring 20xx*
- Teaching Assistant: Information Systems, School of Hotel Administration (core course) *Fall 20xx*

Fundación José Ortega y Gasset Argentina, Buenos Aires, Argentina

- Study Abroad: January – May 20xx

WORK EXPERIENCE

Hospitality Valuation Services (HVS), Mineola, NY

Global hospitality consulting and services organization

Consulting and Valuation Intern *Summer 20xx*

- Analyzed feasibility of a historical building conversion to an upscale boutique hotel in downtown Pittsburgh
- Assisted with reappraisal of the Palmer House Hilton, a 1,639-room full-service hotel in downtown Chicago
- Co-wrote research article for HVS monthly newsletter on development in commercial space

Executive Search Intern *Winter 20xx*

- Researched, extracted, and evaluated proxy statement data used for annual CEO and Board analysis reports
- Managed collection efforts for 2008 highly compensated employees report on executive compensation

StudentCity.Com, Peabody, MA

US leader in student travel specializing in spring break packages

Summer Intern *Summer 20xx*

- Rewrote and formatted a 75-page training manual for the outside regional sales manager position
- Analyzed sales data for 6 regions and set a yearly schedule for outside regional sales managers
- Designed questions, interviewed MTV cast members, and wrote articles for 3 monthly newsletters
- Presented projects and business improvement suggestions to the director using PowerPoint

ARAMARK, Piscataway, NJ

Business Services Café serving 350 Johnson & Johnson employees

Operations Intern *Summer 20xx*

- Assisted with daily operations: recorded daily cash flows and deposited \$1000+, received orders, managed inventory, posted accounts payable, organized catered events, supervised seven employees
- Based on immediate staffing needs, functioned as unofficial manager for a week
- Attended quarterly meeting with J&J client to discuss financials, customer feedback, and related projects
- Developed online summer menu cycle

ACTIVITIES & ADDITIONAL EXPERIENCE

Appointed Member, School of Hotel Administration (SHA) Student Advisory Board *Spring 20xx – Spring 20xx*

- Served as a liaison between students and faculty providing input to the deans to improve all aspects of the Hotel School experience
- Initiated effort to organize and design method of evaluation for a faculty advising award
- Co-chaired Advisement Recognition Committee (20xx-xx)

Event Chairman, Kappa Kappa Gamma *Spring 20xx – Fall 20xx*

- Directly responsible for allocation of \$30,000 budget
- Served on the executive board and aided in making chapter decisions
- Organized formal events and weekly gatherings for up to 300 people

Speaker, 20xx SHA Dean’s welcome for incoming freshmen and their families (600 people) *Fall 20xx*

Member, Cornell Outing Club *Fall 20xx – Spring 20xx*

SKILLS

Computer: Proficiency in Microsoft Word, Excel, PowerPoint, and Visual Basic for Applications

Language: Intermediate knowledge of written and spoken Spanish