

# Martin Harris

HOSPITALITY MANAGEMENT

info@resumekraft.com ✉

+1-202-555-0114 📞

London, UK 📍

linkedin.com/in/martin 

As an outstanding hospitality student and customer service enthusiast. I have always feel drawn to providing service to people. I am determined to learn more and developed myself in this field. I would like to broaden my horizons and gain insights on hospitality industry and its dynamic better. I am seeking a challenging but rewarding internship where I can serve and giving services to others while doing my job, to make everyday a meaning one, and also improving myself at the same time.

## Skills

- Leadership skill
- Multitasking
- Patience
- Customer Service, Service-minded, Flexible, and Open-minded
- Strong Interpersonal Skills and Good Communication
- Attention to Detail
- Motivational
- Keynote, MS Office, Powerpoint, Photoscape

## Experience

### Staff Member

#### Smart Land Hotel *Dec 2019*

- Being a staff member for organizing AMATA Taipei Smart City Launching Ceremony.
- To be in charge of contacting and coordinating with Taiwanese speakers at AMATA Taipei Smart City Launching Ceremony.
- To be responsible for the registration process before, during, and after the event.
- Assisting with setting up and decorating the event at Amata City, as well as checking the overall readiness of the event.

### Supervisor

#### Evergreen Resort *Dec 2019*

- To be responsible for contacting and coordinating with event organizers, food vendors, suppliers, and attendees before, during, and after the Wonderfruit Festival 2019 for 6 days.
- Assisting with registration process during the festival and supervise other staffs.
- To be in charge of managing and checking the overall readiness of registration process, including POS devices and access control areas.

### Staff Member

#### Event Pop Co., Ltd. *Dec 2019*

- To be in charge of managing area and registration process before, during, and after 808 Festival 2019 for 3 days.
- To supervise other staffs in registration process.

### MLN Exhibitor

#### Sunrise Hotel *Aug 2019*

- To be responsible for organizing Vision Thai Booth and coordinating with Taiwanese exhibitors at Asean Smart Cities Network Conference and Exhibition 2019.
- To be responsible for registration process before and after the conference.

### Student Intern

### **Green Court Hotel And Training Center** *Jan 2019 - Mar 2019*

- Intensive training during the course of 3 months in 4 departments such as Front Office, Kitchen, Housekeeping, and Food and Beverages, with 3 weeks each for one rotation.
- Real life working experiences and interactions with the real guests, emphasizing on teamwork and hospitality management. As well as cross functional or departmental cooperation to provide excellent service to guests.
- Table manner and banquet arrangement training.
- Food safety and hygiene training, food tasting exam, and learning basic cocktail making.
- Successful in up-selling to the target of 100,000 THB (\$3,200) during Front Office department and 30,000 THB (\$970) in Food and Beverages department.

## Education

### **International Hospitality Management**

**University of Pennsylvania** *2015 - Present*

**Cumulative GPA: 3.43**

#### **Taken Courses:**

- Management and Organization Behavior
- International Service Quality Management
- Sustainable Development for Hospitality and Tourism Industry
- Event Management
- Human Resources Management and Development
- Marketing and Sales for Hospitality Industry

#### **Clubs and Activities**

- Member of Dog Lover and Art Club.
- Joining MUIC Welcoming Unity Camp and Freshmen Committee Election.
- Assisting in Mini-Open House for parents and applicants.

### **High School Diploma**

**Yale University** *2010 2015*

- Graduated with the GPA of 3.50 majoring in International Business.
- School golfer and a part of marching band.
- Joining drama class and participating in school drama.

## Projects

### **Mark Inn Pavilion Hotel and Training Center**

**Organizer and Emcee** *2019*

- Organized a themed night event as an internship batch in the theme of Thainess, where guests are served with full-course meals and quality wine, while also enjoying different performances.
- To be mainly responsible for decorations, layout management, and emceeing.

## Languages

French  German   
English  Korean 

## Awards

### **Outstanding Trainee**

**Mark Inn Pavilion Hotel and Training Center** *January - March 2019*

- Certificated for being an Outstanding Trainee during the internship.
- Voted by team leader and supervisors of 4 departments: Front Office, Housekeeping, Kitchen, and Food and Beverages.

### **Vice President of Batch 70**

**Mark Inn Pavilion Hotel and Training Center** *January - March 2019*

- Certificated as a Vice President of Batch 70.
- Voted and selected by team members.