

HOSPITALITY EXPERIENCE

COLLEGE OF CHARLESTON CAREER CENTER | CAREERCENTER@COFC.EDU

Your hospitality experience can be relevant and useful on your resume. Think critically about how to describe your experience in a meaningful way.

- Think of the skills, knowledge, and abilities you used; do not just recall the daily tasks you performed.
- Most hospitality jobs are in a teamwork environment. Don't forget to mention the collaboration and communication skills you used and gained.
- If applicable, use numbers to describe responsibilities and experiences. Example: Number of customers, dollar amount of inventory or sales, number of employees supervised, etc.
- Were you promoted or recognized for your work? Did you assist in hiring or training new employees? These are examples of relevant milestones to mention.
- You don't necessarily have to include every previous position on your resume.

The following examples may help you think through how to highlight transferable skills and display meaning when describing hospitality experiences.

FOOD & BEVERAGE EXAMPLES

- Assisted in creating a high-end dining environment and pleasurable experience for all restaurant guests
- Effectively communicated with management, front and back of house staff, and customers, in order to ensure smooth operations
- Selected to train new employees on policies and procedures
- Managed and reconciled individual daily sales between cash and Point of Sale computer system
- Assisted in preparation for catering events of 50-100 guests
- Managed reservations and nightly seating charts

RETAIL EXAMPLES

- Formated store layout and merchandising, designing window displays in order to attract customers
- Maintained thousands of dollars of inventory daily, ensuring product quality and preventing internal and external shrink
- Independently initiated sales; achieving personal, team, and store goals
- Maintained relationships with existing customer base and established new clients
- Oversaw cash management and inventory control

ADDITIONAL EXAMPLES ON THE BACK

GUEST SERVICES EXAMPLES

- Assisted guests in check-in and check-out procedures, including rates and statement adjustments, room transfers, and orienting them to resort amenities
- Served guests by assisting with needs such as travel directions, dining reservations, activity opportunities, and resort/community information
- Communicated needs and coordinated efforts with maintenance, housekeeping, property management, and other areas of the resort staff
- Generated new business and cultivated existing accounts through quality customer service and individual/group presentations
- Organized tours and schedules for tour guides, coordinating the changing needs and demands of the tourism business
- Drafted weekly employee schedules and resolved scheduling conflicts

CHILD CARE EXAMPLES

- Coordinated transportation schedule for household of 6
- Developed safe, educational, and entertaining after-school activities for 3 children ages 2-10
- Aided children in social and personal development
- Provided medical attention to children with needs on a daily basis

HOSPITALITY ACTION VERBS & PHRASES

Aided	Formatted
Assisted	Generated New Business
Co-coordinated	Maintained
Collaborated	Managed/Supervised
Communicated	Marketed
Cultivated	Operated
Customer Satisfaction	Planned
Customer Service	Provided
Delegated	Rapport
Demonstrated	Reconciled
Fast-Paced Environment	Team Members
Formatted	Trained