

Sean Sullivan

3389 Carson Lane, #21, Denver, CO 80245

303-333-4455

ssullivan49@yahoo.com

OBJECTIVE: Assistant Food and Beverage Manager at a large resort hotel.

EDUCATION

BSBA - Hotel, Restaurant and Tourism Management

University of Denver, Denver, CO

June, 20xx

-GPA 3.45. Selected four times for the Dean's List.

-Studied abroad at the University of Salamanca, Spain

Summer, 20xx

EXPERIENCE

Assistant to Manager-F&B Dept., Marriott Hotel, Englewood, CO Mar 20xx- Present

- Inventory stockroom of bar products and prepare weekly order for supervisor's approval.
- Prepare monthly employee work schedule and resolve scheduling conflicts with staff.
- Train new, entry-level F&B staff in providing the highest level of service to customers.

Management Trainee, Marriott Hotel Tech Center, Englewood, CO Nov 20xx – Feb 20xx

- Rotated (two week periods) through several departments of the hotel.
- Assisted in developing questionnaire to assess guest satisfaction with room service.
- Promoted, based on outstanding performance, to Assistant to Manager – Food & Beverage.

Front Desk Intern, Residence Inn Suites, Denver, CO Jan 20xx – June 20xx

- Conducted check-in/checkout; answered guests' questions in a pleasant and timely manner.
- Reconciled daily credit card charges; resolved occasional room booking discrepancies.

Customer Sales Representative, The Gap, Denver, CO Holiday Seasons, 2002 - 2004

- Heavy retail customer service work in an often hectic work environment.
- Asked to work three successive holiday seasons based on excellent customer service skills.

LEADERSHIP

- Graduate of 10-day winter survival skills class at the National Outdoor Leadership School.
- Vice-President of the Alpine Club at the University of Denver.

SKILLS

- Solid spoken and written Spanish language skills.
- Excellent communication skills; thrive in fast-paced customer service environments.
- Certified Microsoft Office Specialist