

Emily Himes

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EDUCATION

Niagara University, Lewiston, NY
College of Hospitality and Tourism Management
Bachelor of Science in Tourism Management, May 2017

EXPERIENCE

Modern and Classical Languages Department, Niagara University, NY

Office Coordinator – SEPTEMBER 2015 - PRESENT

- Provide exceptional customer service to faculty, staff and students
- Maintain an organized office environment
- Creating and revising various spreadsheets and documents

The New York Athletic Club, New York, NY

Membership Services Coordinator – SUMMER 2015

Administrative Rotational Intern – SUMMER 2016

- Maintained member accounts and incidental charges with 100% accuracy
- Responded to calls and attended to requests from members and guests including many well-known people with discretion and professionalism
- Rotated throughout the club and learned the basics of the administrative departments, including human resources, accounting, membership, and catering
- Attended department head meetings weekly and developed notes
- Ensured the high standards of the club were maintained

Adirondack League Club, Old Forge, NY

Rotational Intern – SUMMER 2014

- Learned the basics of fine dining service
- Served as a waitress for à la carte dining, and banquet events
- Managed the front desk on weekends, ensuring all normal procedures were followed

ACTIVITIES

Niagara University Club Managers Association of America

Member – SEPTEMBER 2013 - PRESENT

- Student Chapter of the Year, every year since 2008
- Student Chapter Secretary 2016-2017

CERTIFICATIONS

- TIPS – responsible sale and service of alcohol
- CPR/AED – American Heart Association

References available upon request