

Joanna Bellanti

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EDUCATION

Niagara University – Lewiston, NY
College of Hospitality and Tourism Management
B.S. Tourism and Recreation Management
Focus: Club Management

Expected Graduation Date: May 2018

Concentration: Event and Meeting Management
Minor: American Sign Language and Deaf Studies

EXPERIENCE

Chevy Chase Club – Chevy Chase, MD
A 2,400 member family private club, consistently ranked as a top 10 Platinum Club of America
Supervisory Banquet Intern

May 2016 – August 2016

- Planned and executed the Employee Picnic for 450 guests with the other interns
- Supervised the annual July 3rd event with around 4,000 members in attendance
- Led multiple pre-shift meetings, assigned staff their duties, and created employee schedules
- Created and conducted training sessions for the Intern Final Project: *American Sign Language, Hospitality vs. Service, Work Smarter, Not Harder*
- Rotated between Clubhouse Formal Dining, Pool Canteen, Summer Camp and casual dining in the Winter Center
- Completed and passed a 5-week Wine Boot Camp course the Club provided to gain basic knowledge of wine

Rochester Yacht Club – Rochester, NY
Rotational Intern

April 2015 – Present

- Rotated between à la carte, snack bar/pool service, and banquets
- Opened pool snack bar for the summer season and trained new employees on its operations
- Trained new à la carte servers in the casual dining room
- Learned the components of inventory with the main bar and burgee bar
- Executed formal parties, banquets and weddings, ranging from 10 - 200 people
- Supervised Easter Brunch with more than 100 members in attendance

The Saturn Club – Buffalo, NY
Food & Beverage Server/ Banquet Server

September 2015 – December 2015

- Served in the multiple formal dining rooms and private rooms
- Worked banquets, private parties and special member events, ranging from 10 - 200 people
- Learned the nuances of fine dining

Outback Steakhouse – Rochester, NY
Hostess and Takeaway Representative

March 2011 – August 2014

- Learned the importance of customer service through a “No Rules, Just Right” attitude
- Was recognized for active leadership skills and was chosen to attend a regional certified training session and earned a certification, through the corporation, to train new hires

EXTRA CURRICULAR

Club Managers Association of America
Present
Vice President 2015-2016

September 2014 --

National Student Chapter of the Year (2008 – 2015)

- Worked annual fundraiser dinner with over 200 guests in attendance
- Club of the Future Team Leader

American Sign Language (ASL) Club
2015
Member

September 2014 – January

CERTIFICATIONS and SKILLS

- Highly skilled in American Sign Language
- CPR/AED – American Heart Association’s Heart Saver Program
- TIPS – Training for Intervention Procedure for Responsible Service of Alcohol