

Ashley K. James

ajames2@mail.niagara.edu

Education

NIAGARA UNIVERSITY Lewiston, NY August 2015 – Present
B.S Hotel and Restaurant Management
Luxury Hospitality Operations (Focus in Club Management)
Expected Graduation December 2018

KISHWAUKEE COLLEGE Malta, IL August 2013 - June 2014
Associate in Science

Work Experience

The Buffalo Club, Buffalo, NY

Server

February 2016 - Present

- Casual and Formal À la Carte wait staff
- Exposed to serving weddings, private events, and conferences ranging from 20 to 200 people

Atlanta Athletic Club, Johns Creek, GA

May 2017- August 2017

Pool Supervisor Intern

- Supervised the Café, Pool Pavilion, and Pool Bar
- Was in charge of 15-20 staff per shift, assigned the staff their daily duties
- Led the pre-shift meetings for the staff
- Completed the End of Summer Internship Project: Weekly quizzes for the staff on the AAC app
- Rotated throughout the club between The Merion, The Troon, Catering Department, Banquet Department, and all the other facilities on property
- Helped open the Pool Pavilion and helped teach the pool staff during their “boot camp”

The Country Club, Pepper Pike, OH

May 2016 – August 2016

Food and Beverage Intern

- Effectively utilized the Jonas POS system
- Exceeded and met the member’s expectations as server, bartender, food runner
- Casual and Formal À la Carte wait staff and banquet functions
- Rotational internship allowed me in each department of the club

WORLD FINANCE, Rochelle, IL

Assistant Manager

July 2014 – August 2015

- Provided quality customer service including phone calls from customers regarding their accounts
- Maintained cash drawer daily
- Applications for new customers, built new loan accounts, refinanced accounts
- Used computers to access credit information and update accounts

Honors & Activities

- Niagara University Club Managers Association of America August 2015 – Present

Certifications

- TIPS Certified
- CPR / AED
- ServSafe Certified