

Emily Lovejoy

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EDUCATION

Niagara University - Lewiston, NY
Bachelor of Science: Hotel & Restaurant Management

Expected Graduation Date: May 2019
Concentration: Luxury Hospitality Operations

EXPERIENCE

Banquet Server
Saturn Club

November 2016 - Present
Buffalo, New York

- Deliver quality service in operating between both large and small events
- Liable for preparing and setting up parties and events
- Administering wine service during events ranging from 10-300 people
- Attend annual training sessions to maintain knowledge of quality service

Rotational Food and Beverage Intern
New York Athletic Club, Traverse Island

May 2017 - August 2017
Pelham, New York

- Rotated between A' La Carte Shore 31 Formal Dining and Outdoor Patio Casual Dining
- Serviced major sponsored events with around 900 attendees
- Assisted in executing high levels of service in weddings, major club events and smaller private parties
- Bartended in both the Outdoor Patio Casual Dining area and the fast pace Tiki Bar
- Transported food to various dining rooms to understand the food running position
- Learned and instituted the steps of service in formal dining
- Became cultured with basic wine service steps
- Educated new A' La Carte servers in Casual Dining
- Seasoned to operating in a high volume membership athletic club

Breakfast Hostess
Hampton Inn

May 2016 - January 2017
Elmira, New York

- Held accountable for delivery intake
- Maintained breakfast operation during open hours
- Responsible for tear down and organization of the breakfast area
- Cleaned dishes/dining room daily
- Completed basic Hilton employee training

CERTIFICATIONS and SKILLS

- Training for Intervention Procedure for Responsible Service of Alcohol (TIPS)
- CPR/AED Certified
- Peer Mediation and Conflict Management training
- Information Technology experience

LEADERSHIP EXPERIENCE

Secretary of the Student Chapter of the Year
Niagara University - Club Managers Association of America

September 2017 - May 2018
October 2016 - Present

- "The Club Managers Association of America advances the profession of club management by fulfilling the educational and related needs of its members."