

Moriah Veer

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EDUCATION

Niagara University – Lewiston, NY	College of Hospitality and Tourism Management
Bachelors of Science in Hotel and Restaurant Management	Expected Graduation: December 2017
Major: Luxury Hospitality Operations	Concentration: Club Management
Honors: Dean's List (Fall 2015 - Present), Code of Professionalism, Eta Sigma Delta Induction (President)	

JOB EXPERIENCE

SKILLS REQUIRED

The Westin Buffalo – <i>Service Express Agent</i>	September 2016 – Present	Customer Service
A 116-room, luxury hotel located in the heart of Downtown Buffalo, New York.		---
❖ Take responsibility for ensuring guests' needs are taken care, from the beginning of the request to the follow up after the request has been fulfilled		Inter-department Coordination
❖ Give suggestions concerning restaurants and activities for guests to utilize and attend during their stay		---
		Task Prioritization
Niagara University – <i>Teaching Assistant</i>	September 2016 – Present	Teamwork
Food Preparation Principles Course & Menu Planning Course, which are both designed to develop students' abilities to execute the food and beverage process from start to finish.		---
❖ Prepare course materials in anticipation of class		Need Anticipation
❖ Assist and support the students as they manage and design dinners for members of the community		
Hotel Barchetta Excelsior – <i>Intern</i>	June 2017 – August 2017	Guest Engagement
Four-star hotel located in the heart of Lake Como, Italy. Dedicated to providing the best service possible to its guests since the beginning of the 19th century.		---
❖ Hosted the breakfast area		Opera POS
❖ Assisted with the check-in and check-out process, updated guest profiles, and interacted with guests to ensure they had the experience possible.		
Rolling Rock Club – <i>Management Intern</i>	May 2016 - August 2016	Attention to Detail
"A Sportsman's Paradise", Rolling Rock Club is a private club in Ligonier, PA devoted to delighting its members through its varied and vast operations including: food and beverage, golf, shooting, and fishing.		---
❖ Rotated through various departments in the club, including: Laundry, Front Desk, Floral, Reservations, Housekeeping, Accounting, and Dining Room Service		Dedication to High Level of Service
❖ Served at a variety of events ranging in attendance from 20 people to 150 people		
❖ Attended wine classes taught by the club's sommelier		

CERTIFICATIONS

CPR/AED, American Heart Association	03/12/2016 – 03/12/2019
ServSafe, National Restaurant Association	03/11/2016 – 03/11/2021
Training for Intervention Procedure for Responsible Service of Alcohol	04/26/2016 – 04/13/2019
Contemporary Club Management Certificate, American Hotel & Lodging Educational Institute	May, 2016 - Present

ACTIVITIES

- ❖ Niagara University Club Managers Association of America (2015 - Present)
 - 2016 Club of the Future Award Recipient: Membership Classifications

SYSTEMS EXPERIENCE

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REFERENCES AVAILABLE UPON REQUEST