

Susan Sample
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Rochester, NY 14620
585-555-1212

Objective:

Full-time, entry-level position in the Travel Industry.

Education:

Associate in Applied Science, Travel and Tourism

May 2005

Monroe Community College, Rochester, NY

Overall GPA: 3.51

Honors:

Member, Dean's List

2002-2004

Member, Travel and Tourism Club, Monroe Community College

2002

Relevant Courses:

Tour Planning and Agency Operation

Airline Reservation Systems SABRE/APOLLO

Travel Agency Procedures

Travel Agency Marketing

Professional Communications

Conference and Professional Meeting Planning

Customer Service Skills:

- Demonstrate consistently high levels of professionalism and courtesy with both customers/guests and employees
- Welcome customers/guests with a smile, make them feel at home
- Remain aware of customer/guests needs and travel related issues
- Effectively respond to customer/guests requests by placing special orders, and arranging for any changes to their itinerary
- Consistently provide quick, well-timed and professional service
- Interface with appropriate departments for prompt and accurate service to customers/guests

Co-op Experience:

Front Desk Clerk, ABC Hotel, Rochester, NY

Spring 2002

- Check-in/out hotel guests, answer questions and provide local area attraction information to assist guests
- Responsible for booking reservations, operating switchboard, cash/credit card handling, reconciling receipts, record-keeping and computer data entry
- Assist with planning and running of events, conferences and meetings

Additional Work Experience:

Waitress/Hostess, Monroe Restaurant, Rochester, NY

August 1997-Present

- Greet and seat guests, serve food and beverages and menu planning
- Assist with training of new employees

References:

Available upon request