

# FOSTER STACK

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Buffalo, New York 14222  
716-878-4567

PROFESSIONAL OBJECTIVE  
Resort/Hotel Management

## EDUCATION

**Bachelor of Science in Hospitality Administration**, State University College at Buffalo, New York, 5/09  
Concentration in Hotel Tourism Management.

**Scholarships:** Statler Foundation, National Society of Minorities in Hospitality, Best Western Corporation.

## HOSPITALITY EXPERIENCE

**Holiday Inn Downtown**, Buffalo, New York, 9/07-5/08

Sales and Restaurant Intern

- Supply general information for guests inquiring about large parties, banquets, and room blocks.
- Submit reservation orders to sales director and prepare/mail guest contracts as required.
- Perform follow-up telephone calls to maintain accuracy in reservation blocks.
- Received training as cook, bartender, and server.
- Trace sales leads for already scheduled conventions and tradeshow.

**Walt Disney World College Program**, Lake Buena Vista, Florida, 1/07-8/07

Merchandise Intern - Wilderness Lodge

- Maintained accurate inventory records and arranged special merchandise displays.
- Handled extensive customer inquiries.
- Prepared end of day receipts for deposit.
- Attended eight Walt Disney World Business Seminars on management philosophy and techniques.
- Received a "Mousters Degree" for excellence in completion of all business training seminars.

**Best Western**, Buffalo, New York, 9/06-12/06

Front Desk Intern

- Processed reservations, assigned rooms and assisted guests with check-in/check-out procedures.
- Handled and directed telephone calls in a fast-paced front office environment.
- Furnished local area and tour information for hotel guests.

**National Statler Center for Careers in Hospitality Service**, Buffalo, New York, 1/06-5/06

Training Assistant

- Provided one-on-one training for disabled consumers learning hospitality technology systems.
- Guided students through implementing technical knowledge in the workplace during externships.

## ADDITIONAL EXPERIENCE

**Residence Life Office**, State University College at Buffalo, New York, 8/05-5/06

Resident Assistant

- Monitored the operations of a residential area for 35 residents.
- Planned and implemented co-curricular activities to foster improved social interaction.

## ACTIVITIES

Vice President, National Society of Minorities in Hospitality, 9/07-present

Member, American Hospitality Association, 9/06-present

Mentor, Upward Bound Program, Buffalo, New York, 9/06-present

## COMPUTER SKILLS

Proficient in Microsoft Word, Excel, Access;

MICROS point-of-sale systems, and OPERA Central Reservation System