

Hannah V. Carty

(Address) (Phone) • hcart2@unh.newhaven.edu

Objective:

To obtain an opportunity in the hospitality field where my passion for food, organizational techniques, strong decision making skills, charismatic energy, and dedication will contribute to the needs and overall interests of your business.

Work Experience:

Teacher's Assistant, University of New Haven; West Haven, CT

August 2014 – Present

- Grades reports, tests, and class participation to compute and record results based on student knowledge of areas in the industry
- Plans, prepares, and executes tasks associated with three courses and five sections of classes, on a weekly basis: Resort Development, Introduction to Hospitality & Tourism, and History of Beer
- Tutors and assists students to help them understand course material and overall relevance to the industry
- Enforces policies, procedures, and protocols outlined in the course syllabus and highlighted in university guidelines

Restaurant Server, Omni New Haven Hotel at Yale; New Haven, CT

June 2014 – Present

- Server at classic New England-American fare restaurant where duties include familiarizing guests with the menu and daily specials, accurately recording food and drink orders, running multi-course meals, and tallying/collecting bills
- Maintains service standards and state guidelines regarding food safety & sanitation
- Memorizes details of daily specials, seasonal menu items, and options, as well as understanding wine and beer pairings
- Consistently praised via Omni Service Champion cards and reviews on OpenTable.com for friendliness and efficiency

Special Events Intern, Leukemia & Lymphoma Society; Meriden, CT

June 2014 – Present

- Promotes grassroots marketing and development in the Connecticut and the Hudson Valley area for the Leukemia Cup Regatta
- Analyzes data and maintains records for continually updating documents and files
- Compiles statistics regarding information about the area of the events along with local businesses and services
- Designs marketing materials for promotional and donation items

Foodservice Intern, Saybrook Point Inn & Spa; Old Saybrook, CT

June 2013 – September 2013

- Developed managerial experience working a kitchen that serves hotel guests in restaurant dining and on-site catering
- Performed the daily activities associated with working pantry, pastry, grill and fry stations such as slicing, grilling, pan-frying and baking an assortment of pastries including muffins, pies, custards, scones, & croissants
- Operated different workstations of the kitchen: helped where needed and molded executive skills especially on Sundays during the business's widely-recognized brunch that generally serves over 150 people weekly

University of New Haven; West Haven, CT:

Café & Baking Manager, Hazell Nut Café

February 2012 – May 2013

- Manager at 100% student run business, where sales revenue exceeded \$33,000 over a six-month period
- Educated staff, designed menu, and established business plan after organizational renovation and menu revamping
- Tested and created new standardized recipes for the business: utilizing cost controls and understanding inventory flow
- Oversaw improving work ethic and customer service skills of employees through continual training and testing
- Established menu and catering functions as cook and liaison bi-weekly for Faculty Senate program at university

Management Trainee, Jeffery's Fusion Restaurant

January 2012 - May 2012

- Trained in the operations of front/back of house such as prepping and organizing dining room for white glove service
- Produced a 4-course flavorful, gourmet lunchtime meal to the general public in a classroom setting
- Provided white-glove quality service to customers in the service of food and beverages while catering to their needs

Barista, Hazell Nut Café

August 2011 – May 2012

- Worked as cashier and barista in student-run café serving gourmet coffee, baked goods, and sandwiches to consumers
- Delivered friendly, reliable customer service and problem-solving skills where applicable

Intern, Discount Travel Agency; St. Thomas, VI

June 2009 - August 2011

- Assisted in day-to-day operations by booking tickets, answering phones, training new employees, & filing
- Coordinated filing system and revamped design of office paperwork
- Strived to ensure customer satisfaction and in doing so, developed first-rate customer service skills

Education:

University of New Haven; West Haven, CT

Expected Graduation: Dec. 2014

B.S. Hospitality & Tourism Management: Foodservice Management concentration; Economics minor

Relevant Coursework & Certifications: ServSafe Certification; ServSafe Alcohol Certification; TIPS Certification; WineQuest Certification; Resort Development; Cost Controls; International Tourism; Mixology; Human Resource Management; Legal Aspects of Hospitality & Tourism; Advanced Cuisine Management & Technique; Management & Organization; Bar & Beverage Management; Foodservice Management & Operations; Food Safety, Sanitation, & Purchasing; Applied Techniques in the Culinary Arts; Pastry Making Techniques; Lodging Operations

Summer Study Abroad Program; Food, Wine, Culture, & Tourism: Rome, Italy

Summer 2012

- Traveled to Tuscany, Campania, Lazio, Veneto, and Umbria: exploring the customs, cuisine, heritage, language, and habits of the people of Italy while being fully immersed in the day-to-day life of the country.

Professional Affiliations:

Member, Club Managers Association of America

January 2014 – Present

Chapter President, Eta Sigma Delta International Hospitality Honor Society

April 2013 – Present

Member, National Society of Minorities in Hospitality

September 2011 – May 2011

Extra-Curricular Activities:

Sergeant-at-Arms, Theta Upsilon Chapter, Zeta Phi Beta Sorority, Incorporated

March 2013 - Present

Zeta Phi Beta Sorority fosters the ideas of service, charity, scholarship, civil and cultural endeavors, sisterhood, and finer womanhood through voluntary service, community outreach programs, and legislation for social and civic change.