

Joseph N. Parisi

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Objective

Seeking an Internship in Hospitality in which valuable work experience will be added to impeccable academic credentials and will help develop already strong communication and problem solving skills.

Work Experience

Office of Residential Life, University of New Haven, West Haven, CT

Resident Assistant

August 2012-Present

- Manage a floor of 30 students where primary concern is to ensure their safety and well-being
- Complete necessary university paperwork including fixture, furniture and equipment inventory
- Create and execute community building and academic learning programs for a diverse array of students

Jeffery's Fusion Restaurant and Catering, University of New Haven, West Haven, CT

Assistant General Manager

August 2012-December 2012

Chef, Waiter, and Host:

January 2012-May 2012

- Worked with front and back of the house, gaining experience in both aspects of foodservice operations
- Handled reservation log and room layout in order to maximize the potential from flow of service
- Scheduled meetings with clients in order to execute catering events with great attention to detail
- Created function sheets that meticulously outline tasks to be finished, keeping events running smoothly
- Constantly communicated and worked with team of students to produce upwards of 80 meals per service
- Completed serving functions typical of a fine dining establishment

Hollywood Theaters, Heath, OH

Assistant Manager

May 2012-August 2012

Concession and Ticket Sales Associate:

Summer/Winter Break 2009-2013

- Addressed and responded to customer complaints and issues such as non-ticketed patrons
- Handled cash flow of up to eight thousand dollars through ticket and concession sales
- Applied a vast amount of team work, communication and problem solving skills to everyday operations
- Developed excellent customer service skills, especially when dealing with upset customers
- Accurately kept inventory records and recounted stock on a weekly basis, ordering appropriately
- Responsible for counting down all registers after scheduled shifts and performing necessary paperwork to be sent to the corporate office

Austin Street Inn, New Haven, CT

Student Manager:

January 2012-May 2012

Inn Keeping Operations and Marketing Assistant:

September 2011-December 2011

- Handled communication between owners and employees, and resolved pertinent issues
- Maintained cleanliness of guest rooms and parlors per room protocols and inn-keeping procedures
- Performed guest check-in and check-out functions
- Served as on-site concierge ensuring exceptional customer service
- Scheduled employees and made certain that required duties were completed to a high standard

Education

University of New Haven, West Haven, CT

May 2015

Bachelor of Science, Hospitality & Tourism Management; Concentration in Hotel & Resort Management

- Relevant Course Work: Lodging Operations; Foodservice Management; Foodservice Operations; Food Safety, Sanitation, and Purchasing; Tourism Planning and Policy; Hospitality Cost Controls; Sustainability Research Methods for Hospitality; Hospitality Finance and Revenue Management

Granville High School, Granville, OH

4.0 GPA/Honors

Professional Affiliations

National Society of Minorities in Hospitality (NSMH):

September 2011-Present

Vice President:

Elected April 2012-Present

- Attended the national conference in Washington DC February 2012

Eta Sigma Delta:

Inducted April 2012

- International Hospitality and Tourism Management Honor Society