

Emily Lock

elock@mail.niagara.edu

Education:

Niagara University, Lewiston, NY **2011-Present**
B.S. Hotel & Restaurant Management (anticipated graduation May 2013)
Member: Niagara University CMAA Student Chapter, 2011-present

Trocaire College, Williamsville, NY **2009-2011**
Associate of Applied Science in Hospitality Management
3.5/4.0 GPA, Dean's List 2009-2011, Phi Theta Kappa honors

Related Course Work:

- Leadership & Management in Hospitality
- Information Technology
- Hospitality Sales and Marketing
- Principles of Hotel and Resort service and Management
- Food and Beverage Service and Sanitation
- Principles of Accounting
- World Travel Geography and Cultural Awareness

Work Experience:

Salvatore's Grand Hotel, Williamsville, New York **2011**
Internship: Helped in the Kitchen, Inspect rooms with housekeeping, front desk

Tops Market, Hamburg, New York **2008 -Present**
Customer Service Representative: Responsible for cashing checks, customer returns, bottle returns, lottery, utility bill payments, Western Union.

Cashier: Responsible for interacting with customers in a friendly and efficient manner, totaling customers' purchases, and collecting payments accurately.

Derby Dance Center, Derby, New York **2005-2008**
Responsibilities: Worked in the office organizing and filing papers, helped with some of the dance classes, taught tumbling class to smaller children.