

MELISSA BLANDO

Mblando@mail.niagara.edu

Education

Niagara University - Lewiston, NY
B.S in Hotel and Restaurant Management - May 2013
Concentration: Luxury Hospitality Operations & Planning Developing Operations

Certification

Excellence in Customer Service
Serve Safe Certified

Work Experience

Present

Residence Inn by Marriott Hotel – Buffalo/Amherst, NY

Hotel Front Desk Clerk

-Ensure guests' accommodations and requests exceed expectations at appropriate check in and checkout times

-Provide professional and courteous hotel services for guests throughout their stay including amenities, reservations, local information and directions.

Hospitality/ Breakfast Attendant

-Provided efficient food service while maintaining a daily routine of side work, food buffet presentation, clean and organized work stations

Summer 2010

BW's Smoking Barrels Barbecue Restaurant - Orchard Park, NY

Hostess/Waitress/Bartender

-Greeted and seated guests with excellent customer service

-Took orders, served meals, set and cleared tables and handled payments in the form of cash and credit

06/10-10/10

Tonawanda Castle Banquet Hall - Tonawanda, NY

Banquet Server

-Assisted with set-up of tables, linens, chairs, etc, for full service of banquet events

-Served Guests and provided excellent food and beverage

01/07-03/07

Garden Place Hotel - Buffalo, NY

Breakfast Attendant (Internship)

-Provided efficient food and beverage breakfast dinner service

-Maintained a daily routine of side work, food buffet presentation, clean and organized work stations

Summer 2011

Chatham Bar Inn Resort & Spa- Chatham, Cape Cod. *A Leading Hotel of the World*

06/08-08/1

Front Office Agent

-Responsible for attending to guests' needs at check-in, checkout, and cashiering.

-Provided professional and courteous Leading Hotel Standard services for guests -

Accepted payment for guests' accounts both at the time of registration and at checkout.

Maintained a house bank and make a deposit and accurate report of receipts daily.

-Developed and maintained guest relationships in efforts to gain repeat business

Honors/Activities

Member of Niagara University Conference Events Team

Member of Niagara University CMAA

Member of Niagara America Tourism Association

Dean's List

References

Available upon request