

PATRICK J. MUELLER

PMUELLER@MAIL.NIAGARA.EDU

EDUCATION

- College of Hospitality & Tourism Management (09/2009-Present)
Niagara University
Lewiston, NY
 - Hotel Planning & Control (Anticipated Graduation May 2013)
 - Focus in Luxury Hotel Operations

WORK EXPERIENCE

- *Walt Disney Company (Orlando, FL)*
 - Campus Representative (09/2011-Present)
 - Promotes the Disney College Program on Niagara University's campus
 - Recruits interested students for the program twice a year
 - Yacht & Beach Club Resort – Yachtsman Steakhouse (01/2011–05/2011)
 - Greeter, Assigner, Seater, Stocker & General Teller
 - Responsible for checking-in and assigning tables to guests by utilizing the Table Management System (TMS)
 - Counted and deposited the restaurant's revenue at the end of dinner service
 - Audited server's receipts and paid out their gratuities
 - Assisted with serving, bartending, and food-running
- *Tim Hortons (Rochester, NY & Lewiston, NY)* (11/2007–Present)
 - Supervisor & Trainer
 - Manages employees and handles customer concerns
 - Counts and deposits the store's revenue at the end of each shift

CLUBS & ASSOCIATIONS

- Member of Club Managers Association of America (CMAA), Niagara University student chapter (09/2011-Present)
- Member of Niagara University's Hospitality & Tourism Association (09/2010-05/2010)

HONORS & CERTIFICATIONS

- Dean's List at Niagara University; GPA: 3.90/4.33
- Excellence in Customer Service Certification
- National Restaurant Association ServSafe Certification

SPECIAL SKILLS

- Completed training & utilized MATRA (Disney's register system)
- Proficient in Microsoft Office applications
- Six years of Spanish

REFERENCES

- Available upon request