

Dorothy Martinez

Hospitality Hotel

Recent hospitality graduate with 14 months of front desk and food and beverage experience across a limited-service hotel and a campus hotel property. Comfortable on Opera property software, cash handling, and Spanish-speaking guest interactions.

CONTACT INFORMATION



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Tempe, AZ 12345

EDUCATION

B.S. Hospitality and Tourism
Management, Arizona State
University, 2023

ServSafe Food Handler, National
Restaurant Association, 2022

KEY SKILLS

- Opera property management system (trained)
- Marriott Bonvoy enrollments
- Cash and card handling
- Group and direct-bill folios
- Breakfast and banquet setup
- Guest complaint de-escalation
- Microsoft Office
- Conversational Spanish

PROFESSIONAL EXPERIENCE

FRONT DESK AGENT | CACTUS BLOOM INN AND SUITES, TEMPE, AZ
2023 – PRESENT

- Check in an average of 60 guests per evening shift at a 118-room select-service property near Arizona State University.
- Handle Marriott Bonvoy enrollments and hit the property enrollment target in six of the last eight months.
- Process folios, split billing, and direct-bill accounts for university and youth-sports groups.
- Trained two new hires on property system basics and secure card handling during summer ramp-up.

FOOD AND BEVERAGE ATTENDANT (STUDENT POSITION) | SUN DEVIL
CAMPUS HOTEL, TEMPE, AZ
2022 – 2023

- Ran breakfast buffet setup, replenishment, and breakdown for up to 140 guests on weekends.
- Passed ServSafe Food Handler certification and covered bartender back-of-house during two conferences.
- Kept guest feedback cards on breakfast above a 4.5 average across the fall semester.