

Grace Dittman
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EDUCATION

Niagara University – Niagara University, NY
Expected Graduation Date: December 2019

College of Hospitality and Tourism Management,
B.S. Hotel Luxury Operations

EXPERIENCE

The New York Athletic Club, *Food and Beverage Rotational Intern*, Pelham, NY May 2018 – August 2018

- Tended bar and prepared specialty cocktails at a 15-person bar that serviced members as well as servers
- Acquired formal serving skills such as wine presentation, proper vocabulary, and formal dining etiquette
- Ran food for a la carte dining and banquets
- Reviewed budgeting and account records for the entire club house, including labor costs and membership
- Instructed new employees throughout and after their training period
- Aided and executed both small and large events ranging from 15 members to 550 members
- Rotated between the job duties of prepping, serving, and greeting within the 100-person restaurant
- Took inventory of pantries and bars with a supervisor through an excel system

The Benn Conger Inn, *Server*, Groton, NY

May 2016 – August 2018

- Catered large events including weddings, luncheons, graduations, and birthday celebrations
- Helped prepare and serve meals for full customer satisfaction
- Assisted in coordinating and organizing events
- Executed both formal and casual events
- Learned basic customer service skills through experience and training
- Trained and supervised new and temporary employees

TownePlace Suites, *Front Desk Agent*, Cheektowaga, NY

November 2017 – May 2018

- Ensured guest satisfaction through customer service objectives
- Greeted and Checked in guests
- Trained in Fosse hospitality system
- Drove and navigated airport shuttle when needed
- Placed reservations for customers and ensured requested amenities are put in place

Shaw & Murphy PLLC, *File Clerk*, Groton, NY

August 2016 – August 2017

- Opened and organized all case materials involving confidential client matters
- Prepared documents, including retainer agreements and engagement letters
- Collaborated with attorney and paralegal in development of cases
- Developed basic Microsoft Word and Excel skills

EXTRA CURRICULAR

Club Managers Association of America
Eta Sigma Delta Honor Society

September 2017 – Present
March 2018 - Present

CERTIFICATIONS

ServSafe®: Food Protection Manager
TIPS: Training for Intervention Procedures
American Heart Association: CPR/AED

October 2017 – Present
2017 - Present
March 2018 - Present