

Emma DiIenno
609.784.4186
ediienzo@mail.niagara.edu

SUMMARY OF QUALIFICATIONS

- High drive for the hospitality industry and can communicate well with customers, employees, and managers
- Able to multi-task in high stress situations and fast-paced environments
- Experienced in dealing with customer issues by using problem solving skills to resolve any conflict

EDUCATION

Niagara University

Bachelor of Science in Hospitality Hotel/Food and Beverage Management
Human Resources Minor

Niagara University, NY
May 2026

GPA – 3.833, Dean’s List 3 Semesters

NU Trustees Scholarship, *Recipient*

August 2022

Eagle Experience Scholarship, *Recipient*

August 2022

Burlington Township High School

High School Diploma

Burlington, NJ
May 2022

RELATED EXPERIENCE

Saucon Valley Country Club

Server Intern, Full Time

Bethlehem, PA
May 2023 – August 2023

- Learned the core operations within a country club and the expectations of an intern when interacting with members to build a positive relationship.
- Improved server skills and displayed the proper steps of service for the members to create the total member experience.
- Trained in the mixing of basic alcoholic drinks, as well as learning the differences between certain wines and beers in order to suggest them to members.
- Planned department head shadowing to further learn the different operation within a club, as well as conducting monthly book club meetings.

Recovery Sports Grill

Server, Part Time

Westhampton, NJ
March 2022 – August 2022

- Maintained a positive and friendly attitude when greeting and interacting with guests
- Skilled at anticipating, identifying and fulfilling guest needs and clarifying special orders.
- Significantly increased guest check averages by promoting appetizers, specialty items, and wine selections.

IHOP

Hostess/Server/Expeditor, Part Time

Burlington, NJ
December 2020 – May 2022

- Quickly and thoroughly memorized menu items to provide guests with the best suggestions
- Submitted customer orders to the kitchen using the restaurant’s point-of-sale system, prepared cold orders such as salads and appetizers and reviewed customer orders for accuracy to ensure they were prepared as requested.
- Frequently assisted colleagues during rush periods to foster / promote teamwork while providing exceptional service and guest dining experience.

COMPUTER SKILLS

Microsoft Word

Instagram

Canva

Microsoft Publisher

Facebook

HONORS/ACTIVITIES

Volunteer, Holy Trinity Church

August 2022

Volunteer, Sleep in Heavenly Peace

August 2022

Secretary, Niagara University CMAA Student Chapter

September 2022 – Present

Member, Hospitality and Tourism Association

September 2022 – Present

CERTIFICATIONS

Serv Safe

November 2022

TIPS

April 2023

CPR

March 2023