

# Amelia Santarosa

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## EDUCATION

**Niagara University** – Niagara University, NY

Expected May 2023

*College of Hospitality and Tourism Management*

Bachelor of Science in Tourism and Event Management, Minor in Psychology

### **Scholarships and Awards:**

- Niagara Metz Scholarship, *Recipient* September 2019 - Present
- Niagara Presidents Dinner Scholarship, *Recipient* September 2019 - Present
- New York State CMAA Chapter Scholarship, *Recipient* October 2021
- Statler Foundation Scholarship of Excellence, *Recipient* October 2021

## EXPERIENCE

**Delaware North** – Orchard Park, NY

November 2022 - Present

*Luxury Suites Supervisor*

- Ensure that all suites are unlocked, clean, and prepared for game day
- Work with staff to help with any concerns and provide support while guests are in suites
- Use problem solving and communication skills to manage any issues that may come up

**Cherokee Town and Country Club** – Atlanta, GA

May 2022 - Present

*Supervisory Intern*

- Used Cherokee standard principles daily such as seeking to understand before being understood, anticipating member needs, and exceeding expectations with a sense of urgency while supervising a staff of six to ten employees
- Completed supervisor closing duties including using food trak to make requisitions, closing out shifts and printing reports on the POS system North Star, and filling in nightly food and beverage report for the Pool Snack Bar
- Planned and executed multiple club events for 50 to 60 members which included booking outside vendors, creating marketing material, menu development, creating banquet event orders, and overseeing day of operations

**The Country Club of Buffalo** – Buffalo, NY

March 2021 - August 2021

*Youth Activities Coordinator & Dining Room Captain*

- Planned, marketed and executed a kid's recreation program for the membership
- Hired and managed a staff of four along with creating weekly schedule
- Completed BEO's per weekly events to communicate to team members details such as activities, set up, and menu for on average 35 children
- Ensured proper service standards, as well as oversaw and completed back work projects with food and beverage team consisting of on average 12 employees each night

**The Country Club at Mirasol** – Palm Beach Gardens, FL

Summer 2020, Winter 2020 - 2021

*Virtual Intern, Seasonal Intern*

- Attended online education classes via zoom weekly to learn more about topics such as wine service, accounting, scheduling, and event management
- Served in three food and beverage outlets around the club and had knowledge of each individual menu
- Completed projects assigned by management such as new events ideas, reading leadership books, and completed a CMAA world conference idea fair submission
- Worked with the kids programming director to gain a better understanding of the operations

## HONORS/ACTIVITIES

- Alpha Sigma Alpha, *Service and Giving Chairman, and VP of PR & Recruitment* September 2019 - Present
- Niagara University CMAA Student Chapter, *Member & Vice President* September 2019 - Present
- Florida CMAA Chapter Externship, *Participant* January 2020