

Evan Donaldson

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Education

Niagara University, Niagara University, NY

College of Hospitality and Tourism Management

Bachelor of Science: Hotel and Restaurant Management, expected graduation May 2021

Concentration: Hotel Planning, Development and Operations

Experience

Holiday Inn, Niagara Falls, NY

September 2018 - Present

Front Desk Agent

- Use the Opera operating system to check-in and check-out guests
- Monitor third party reservations to ensure deposits are taken
- Provide guests with superior service
- Educate guests on the IHG rewards program
- Process cash and credit transactions
- Answer phones in a polite manner
- Monitor coffee station and sundries to ensure they are stocked and clean

The Country Club of Rochester, Rochester, NY

April 2018 - December 2018

Rotational Intern

- Work banquets, meetings, parties and tournaments ranging from 10 to 700 people
- Set dining rooms, event spaces and outside patios for special events
- Prepare and serve short order food and beverages at the golf snack bar
- Work in all areas of fine dining and casual dining
- Assist with monthly inventory to monitor beverage costs
- Train new employees in banquet service to provide superior service

Regal Cinemas, Victor, NY and Niagara Falls, NY

November 2015 - Present

Floor Staff (Box Office Cashier, Concessionist, Usher)

- Help train and supervise new employees
- Work as part of a 30-40-person customer service team to resolve problems impacting a customer's experience
- Process cash and credit transactions at an 800 and 2,400 seat entertainment complex
- Ensure guest safety and provide an excellent entertainment experience
- Prepare and serve short order food and maintain a clean and safe facility

Certifications

- ServSafe Certified
- TIPS Certified
- CPR/AED Certified

Activities

- Niagara University's Club Management Association of America

August 2017 - Present