BRYAN NIEHAUS

OBJECTIVE

To gain valuable experience in the hospitality and service industry.

EXPERIENCE

August 2007-Present Four Seasons Hotel Houston Houston, Texas

Front Desk Agent

- Efficiently assist guests while providing excellent customer service
- Register guests at Downtown Houston's only five diamond hotel
- Applied service standards during the guest's stay

May 2007–August 2007 Hyatt Regency Hill Country Resort and Spa San Antonio, Texas

Guest Services Summer Intern

- Gained experience by rotating through entire Guest Services Department
- Assisted management with hiring process
- Supervised Guest Services Department

August 2006– April 2007 Hilton Americas-Houston Houston, Texas

Overnight Bellman, Bellman, Guest Service Agent

- Promoted to Guest Service Agent within three months.
- Registered guests into largest convention hotel in the city of Houston.
- Meet guests' expectations at every point of delivery.

EDUCATION

- **University of Houston** Houston, Texas
  - -Conrad N. Hilton College of Hotel and Restaurant Management
  - -Candidate for BS in Hospitality Management, Expected May 2008
  - -Current University of Houston GPA 3.8
- **Veritas University** San José, Costa Rica
  - -Summer Study Abroad Program, June 2006

ACHIEVEMENTS AND INTERESTS

- University of Houston Dean's Honor Roll Spring 2006 and 2007 and Fall 2006
- Oklahoma State University Dean's Honor Roll, Fall 2003 and Spring 2004
- Eta Sigma Delta Hospitality Honor Society, University of Houston Fall 2006
- Phi Eta Sigma National Honor Society, Oklahoma State University Fall 2003
- Hotel Management Society, University of Houston
- Pi Kappa Alpha Fraternity, Community Service Chairman
- American Hotel and Lodging Association, Member
- The National Dean's List
- Golden Key International Honour Society

VOLUNTEER WORK

- Service Over Self Summer Mission Projects Memphis, Tennessee
- Into the Streets Stillwater, Oklahoma
- Habitat for Humanity Longview, Texas

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