

# Stephen Andrew Barnes

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## Education

### **Stephen F. Austin State University**, Nacogdoches, Texas

- Bachelor of Science Degree
- Major: **Hospitality Administration**
- Graduation: May 2008
- Major GPA: 3.75
- Minor: **General Business**
- President's List
- Dean's List
- President's Honor Roll: Spring 2007
- College of Education Dean's List: Spring 2006
- Phi Upsilon Omicron National Honour Society for Family and Consumer Science
- Selected for Who's Who Among Students in American Universities and Colleges
- Selected for the Golden Key International Honour Society
- Selected for The National Dean's List
- Recipient of Chick-fil-A Leadership Scholarship
- Certified by American Hotel and Lodging Association
- Certified by Texas Friendly Hospitality Training Program

### **Kilgore College**, Kilgore, Texas

- General Studies, (2004-2006)  
Earned 53 hours.

## Work Experience

### **Fairfield Inn by Marriott**, Longview, Texas

- **Front Desk Representative** (May 2007 – July 2007)
- Worked all shifts of the hotel and learned responsibilities of each segment.
- Performed the night audit on multiple occasions.
- Used FOSSE and MARSHA computer software programs to make guest reservations.
- Counted and recorded finances and noted amount in notebook.
- Worked together with Executive Housekeeper to clean rooms.

- Provided quality customer service to all guests.
- Received positive feedback from guests.
- Effectively handled and resolved guest questions and complaints.
- Recorded and documented room sales into corporate database.
- Provided guests with directions to local attractions and restaurants.

**Chick-fil-A, Longview, Texas**

- **Team Member** (August 2003 - September 2004)
- **Team Leader** (October 2004 – August 2006)
- Worked together with management and co-workers to provide a friendly and customer oriented atmosphere.
- Gained sole responsibility of store management periodically.
- Worked in all segments of the restaurant and effectively learned the responsibilities for each area.
- Performed new employee training.
- Used company software program to record finances in database.
- Promoted at one year of service.
- Developed a reputation for reliability and hard work.
- Provided strong guest focus and superior customer service.
- Received monetary reward for outstanding performance.
- Supervised employees in a restaurant.

**Professional Organizations**

- Hospitality Administration Society
- Member of American Hotel and Lodging Association

## STEPHEN ANDREW BARNES' REFERENCES

Chuck King

Relationship to me: former employer

Company: Chick-fil-A

507 East Loop 281

Longview, TX 75605

Work number: 903-663-6381

chuck@cfalongview.com

Andy Sweaks

Relationship to me: former employer

Company: Fairfield Inn by Marriott – Longview

3305 North 4<sup>th</sup> Street

Longview, TX 75605

Work number: 903-663-1995

ffi.lgvfi.gm@marriott.com

Debbie Garrison

Relationship to me: friend

Company: Brinker International

6730 LBJ Freeway

Dallas, TX 75240-6509

Home number: 972-690-6363

Work number: 972-770-7266