

# TERRY CANTU

Cantu1t@gmail.com

Current Address:  
322 East Cherry Street  
Mount Pleasant, MI  
(810) 355-5141

Permanent Address:  
10345 Cedarcrest Dr.  
Whitmore Lake, MI 48189  
(810) 355-5141

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## EDUCATION

Central Michigan University, Mt. Pleasant, MI      G.P.A. 3.2/4.0  
Bachelor of Science in Business Administration,      Expected May 08'  
Major: Hospitality Services Administration Minor: Psychology

## EXPERIENCE

### Internships

#### **White Lodging Services Internship**, Indianapolis, IN (May-August 07')

- Completed level II Human Resources Internship
- Facilitated interviews, orientations, and recruiting
- Hosted associate summer outing for over 350 associates

#### **White Lodging Services Internship**, Houston, TX (May-August 06')

- Assisted with the improvement of Guest Service Scores
- Worked for three of four properties in the Houston Cluster
  - Residence Inn by the Galleria (146 suites), Residence Inn Sugar Land (78 suites), Courtyard Sugar Land (112 rooms)
- Successfully completed manager on duty experience

#### **Soaring Eagle Casino & Resort**, Mount Pleasant, MI (August 07'-Present)

##### *Bell Attendant*

- Responsible for first and last impression for a 4 Diamond AAA property
- Assist Traveling and Touring Department for 514 guest rooms

#### **Fairfield Inn by Marriott** Mt. Pleasant, MI (July 05'-December 06')

##### *Guest Service Representative*

- Acquired and applied Night Audit training
- Extensive knowledge with using the MARSHA and FOSSE computer programs
- Encouraged overall staff improvement service scores on a consistent basis

**Courtyard by Marriott**, Brighton and Lansing, MI (May- July 05')

*Guest Service Representative, Buffet Server, Bartender*

- Accumulated sales experience via wedding planning
- Obtained managerial experience, manager on duty for the weekend of July fourth
- Extensive background with FOSSE and MICROS computer systems
- Led efforts to successfully improve guest services scores within the region

**INVOLVEMENTS**

- Central Michigan University Honors Program (Spring 04'-Fall 05')
- Walk N Roll Fundraiser grossed over \$20,000 (March 06')
- Member of the Student American Hotel & Lodging Association (September 07)
- Phi Sigma Phi National Fraternity (Fall 04'-present)
- *Fundraising, Diversity Chair, Associate Educator* of Phi Sigma Phi (Spring 05'-Fall 07')
- Hospitality and Tourism Society (Spring 05'-present)

**HONORS**

- Deans List (Spring 04'/Fall 05')
- CMU Marketing/Hospitality Scholarship Award (Spring 06')
- Michigan Hotel Motel Lodging Association Scholarship Award (Spring 07')