

Holly Annaliese Spencer

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EDUCATION

Florida State University, Dedman School of Hospitality, College of Business, Tallahassee, Florida
Bachelor's of Science, **Hospitality Administration**, May 2010

Cumulative Grade Point Average: 3.8 (4.0 scale)

President's List, Fall 2008; Dean's List, all semesters

RELEVANT WORK EXPERIENCE

May 2009 – Present

Darden Restaurants, Red Lobster, Daytona Beach Shores, Florida
Management Intern; Campus Ambassador

- Mastered each operational position as well as all manager functions including ordering, receiving, invoicing, scheduling, cash handling, tracking costs with a weekly volume of around 3500 guests
- Worked on restaurant's "Green Team" efforts
- Assisted instrumentally with fraud detection, waste tracking, and HACCP/sanitation standards management

March 2008 – April 2008;

Aramark, Classic Fare Catering (FSU Campus), Tallahassee, Florida

January 2009 – April 2009

Catering Administrative Assistant

- Negotiated and confirmed event details, terms, and conditions directly with clients
- Responsible for generation, preparation, and distribution of sales reports and event orders to catering managers
- Customized pre-made menus to fit the individual needs of clients
- Processed events as they came in on CaterTrax

May 2008 – August 2008

Halifax River Yacht Club, Daytona Beach, Florida
Fine Dining and Tiki Bar Server

- Served in dining room and tiki bar and trained new employees
- Coordinated special events and parties
- Advised management on Florida liquor law and increasing efficiency of both the kitchen and wait staff

January 2008 – March 2008

Club Corp, University Center Club, Tallahassee, Florida
Rotational Intern

- Trained to serve in banquets with up to 500 guests, culinary operations, and a la carte dining at this high volume, 3200 member alumni and business club

June 2007 – August 2007

Hyatt Regency Bonaventure, Weston, Florida
Food and Beverage Intern

- Rotated through all FOH positions in fine dining restaurant learning to anticipate and exceed our guest's needs
- Motivated fellow employees to work together as a team

AFFILIATIONS

- **College of Business Student Leadership Council**, 2008 – present

Hospitality Administration Department Head, Golden Opportunities Mentorship Program Chair

Secured mentors for the Golden Opportunities Mentorship Program, tapped into untouched resources to find new mentors, organized and paired students with appropriate mentors, expanded the program by 300% in two months, and implemented new and innovative ways to build the program

- **Florida Restaurant Association (FSU)**, *President 2009 – 2010, Vice President 2008 – 2009*

Organized trip to NRA Show in Chicago, coordinated FRA meetings and events, developed new ideas and initiatives to grow and develop FRA as an organization

- **Eta Sigma Delta – International Hospitality Honor Society (FSU)**, *Co-Chair 2009 – 2010*

Florida Lodging Association (FSU) • Beta Gamma Sigma – International Business Honor Society (FSU)

Women in Business • Hospitality Sales and Marketing Association International • American Hotel and Lodging

Association • Florida State University Honors Program, *Honors Delegate*

Florida State University Bands, *Marching Chiefs, Seminole Sound, Campus Band*

SPECIAL SKILLS

- Proficient with Jonas, DASH, iKitchen, Micros, and all Microsoft Office programs
- **TIPS Alcohol Awareness Training**, (03/04/08 – 02/20/11)

AWARDS / SCHOLARSHIPS

85% of all costs associated with my college education have been covered by earned scholarships from the National Restaurant Association, Florida Restaurant and Lodging Association, National Tour Association, Zonta International, American Hotel and Lodging Association, Dedman School of Hospitality, FSU College of Business, Jacksonville Seminole Club, Florida Bright Futures Scholarship Program, and the FSU Foundation