

Mirna Rackov

501 North Tioga St. Apt. 2B • Ithaca, NY 14850
Mirna1822r@yahoo.com • (607) 342-8036

EDUCATION

Niagara University Niagara Falls, NY

Bachelor of Science- Hospitality and Tourism Management, August 2009

Concentration: Hotel Planning and Control

Core Coursework: Hotel Marketing, Complex Hotel Systems, Hotel and Tourism Law, Human Resources Management, Advanced Hotel Operations

GPA: 3.9/4.3, Dean's List (6 of 6 semesters)

EXPERIENCE

05/09-08/09

Villa d'Este Cernobbio, Italy

Summer Intern—Front Desk Agent, Housekeeping Inspector, Spa Receptionist

- Check guests in at arrival, check guests out at departure, ensure status of guests is updated and accurate at all times
- Accompany clientele to their accommodations, perform a complete orientation of the room and property
- Inspect clean and vacant rooms, request the services of different departments when a room is not sellable
- Make sure requested and required amenities are in place before guests are checked in
- Accept and adjust spa reservations as needed, respond to email reservations and inquiries promptly

07/07-05/09

Hampton Inn Ithaca, NY

Front Desk Agent / Night Auditor

- Balance hotel accounts by completing nightly audit duties
- Prepare daily reports for various departments
- Post credit card, phone, and miscellaneous charges
- Perform concierge services
- Accept and adjust reservations as needed, check guests in at arrival, check guests out at departure, ensure status of guests is updated and accurate at all times
- Train new employees for front desk and night audit positions

08/06-05/09

Niagara University Athletics Niagara University, NY

Compliance Assistant

- File and arrange the associate athletic director's athletic files
- Access and place athletes in appropriate university-related categories
- Proofread and revise Department of Athletics manuals and brochures

07/02-08/07

Federal House Bed & Breakfast Ithaca, NY

Housekeeper / Reservationist

- Accept and adjust reservations as needed
- Service rooms, prepare and serve breakfast
- Greet guests and help to make the most of their experience

06/07-07/07

Cornell University Catering Ithaca, NY

Banquet Server

- Prepare and maintain an attractive room setup for reunion dinners
- Serve food and beverages to attendees in a professional manner
- Respond to requests timely and efficiently

HONORS/ ACTIVITIES

Accepted to Niagara University's 2009 Lake Como, Italy Work Abroad Program

President, Eta Sigma Delta, International Hospitality Management Society

Recipient, Statler Scholarship of Excellence, \$20,000/year

Recipient, Niagara University's Code of Professionalism

Recipient, AH&LEF Arthur J. Packard Memorial Scholarship

Recipient, NYSH&TA Fred and Gertrude England Hospitality Education Foundation Scholarship

Member, Niagara University's Honors Program

REFERENCES

Available upon request