

Steven Kirkish
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EDUCATION

San Diego State University 2006- Present

San Diego, California

- Major in Hospitality and Tourism Management/ Hotel Management Emphasis
- Expected graduation date: May 2010
- Overall 3.0 GPA

International University of Applied Sciences August 2008-December 2008

Bad Honnef, Germany

- Studied Organizational Behavior, Marketing, Geography of Tourism, Project Management, Rooms Division Management and German
- Studied and worked in group projects with students from different countries and cultures

Santana High School August 2002- June 2006

Santee, California

- Graduated with honors with 3.7 GPA
 - Ranked 60 of 378 in Senior Class
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EXPERIENCE

San Diego Marriott Hotel & Marina August 2007-Present

Guest Hospitality Coordinator

- Helped raise satisfaction in the Elite Arrival Experience by 18%
- Effective in creating new ideas to enhance the Elite check-in experience
- Coordinate VIP arrival and room placement
- Display excellence in expressive service by recognizing repeat guests and VIP's

Holiday Inn Express April 2007-August 2007

Front Desk Agent

- Was able to multi-task in a fast paced environment
- Became proficient in a variety of computer systems
- Handled guests comments and concerns in a professional manner

Ramada Plaza Hotel May 2006-April 2007

Front Desk Agent

- Effectively raised REVPAR by selling rooms at higher rates
 - Raised customer satisfaction scores
 - Successfully worked in a diverse team
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EXTRACURRICULAR ACTIVITIES

- National Society of Minorities in Hospitality under-privileged High School Student Mentor
 - Student Advisor for Freshman & Sophomore HTM Students. 15 hours a week
 - Special Events Coordinator for the Hospitality and Tourism Management Student Association
 - Attended 2009 CH & LA Legislative Summit in Sacramento, California
 - 2008 & 2009 Volunteer Mentor at the San Diego State University Hospitality High School Conference
 - Attended 2008 AH & LA Legislative Summit in Washington D.C.
 - Attended the 2007 AH & LA New York Hotel Show
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