

# Ima Boiler

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## EDUCATION

Purdue University, West Lafayette, Indiana  
Bachelor of Science in Hospitality and Tourism Management      GPA 3.7  
Expected Graduation Date:      May, 2012

## EXPERIENCE

Levy Restaurants, West Lafayette, Indiana      September, 2007 – Present

### **Ross Ade Server**

- ◆ Prepare banquet rooms and football suites to meet individual client expectations
- ◆ Train new servers on service standards and guest service
- ◆ Selected to serve corporate sponsors and Purdue Alumni during football games

Hotel 71, Chicago, Illinois      December – 2010

### **Housekeeping Extern**

- ◆ Assisted with turning rooms in hotel renovation process
- ◆ Completed several housekeeping related projects and audits

Marriott Suites O'Hare, Rosemont, Illinois      May, 2010 – August, 2010

### **Rooms Intern**

- ◆ Learned front desk processes and procedures to provide a high quality guest experience
- ◆ Assisted in room service operations and housekeeping upon request

Hilton Garden Inn, West Lafayette, Indiana      March, 2010 – May, 2010

### **Guest Services Agent**

- ◆ Greeted and registered guests as they checked-in, providing outstanding customer service
- ◆ Provided concierge services to guests needing a variety of information on sights of interest

Marriott's Newport Coast Villas, Newport Beach, California      May, 2009 – August, 2009

### **Recreation Intern**

- ◆ Responsible for inventory and daily operation of the recreation center
- ◆ Plan and implement recreational activities for guests of all ages

## ACTIVITIES/ACHIEVEMENTS

- ◆ Purdue Black Tie Dinner Member      2010 – 2011
- ◆ Hospitality and Tourism Management Career Fair Board      2007 – 2011
- ◆ Event & Meeting Planning Certificate of Achievement      September - 2010