

HANNAH E. FRONCZAK

OBJECTIVE

To seek an internship in an organization in which I can utilize and further develop my knowledge and expertise in the hospitality industry.

EDUCATION

Purdue University, West Lafayette, IN

May 2011

Degree: Bachelor in Science in Hospitality and Tourism

Emphasis: Tourism

SKILLS

Computer: Microsoft Word, Excel, Powerpoint, Access, and Internet

Languages: English, Spanish, and Japanese

EXPERIENCE

Hostess/Server

May 2007-January 2009

Pappadeaux Seafood Kitchen, Pappas Restaurants

Westmont, IL

- Door Host
 - Welcomed guests into the restaurant and maintained amiable conversation
 - Opened and closed the restaurant
- Server
 - Learned how to sell menu selections utilizing knowledge and honesty
 - Responded appropriately with customer's complaints and compliments about food
 - Adapted to coworkers' and customers' personalities to ensure success within the restaurant
 - Maintain relations with managers and alert them of happenings at Purdue University, especially in the HTM program

HONORS AND ACTIVITIES

High School (Montini Catholic High School, Lombard, IL)

- National Honors Society, President
- Top 15 Semifinalist, Miss Teen Illinois (Donald Trump organization)

College

- Academic Dean's Scholarship of \$6,000 for receiving a GPA of 3.0
- HTM Society
- HTM Career Day Hostess
- HTM Career Day Board – Decorations Assistant
- Black Tie Dinner, Front of House Server
- Black Tie Dinner, Decorations Committee
- Month-long study abroad to China
 - First HTM program that travelled to China
 - Included visiting cities such as Beijing, Nanjing, Suzhou, Shanghai, Guangzhou, and Hong Kong)
- National Society of Minorities in Hospitality
- Purdue Event Planning Society
 - PR Committee
- Hospitality Marketing Association
 - Participated in sales blitzes to promote hotels
- Sigma Alpha Lambda Honors Fraternity
- Sigma Alpha Pi Honors Fraternity
 - Small group leader
 - Met with group every month to discuss goals
 - Kept group members on track
 - Updated group with information from the executive board
 - Publicity chair
 - In charge of organization-wide e-mails
 - Maintained social networking group on Facebook
 - Promoted fundraising events through Facebook, flyers
- Alpha Phi Sorority
 - Director of Technology/Director of Music
 - Promoted philanthropic events utilizing Microsoft Powerpoint and Word to create flyers, logos, and presentations
 - Created purduealphaphi.com
- Chicago Marathon participant