

# Elizabeth Maglio

## CURRENT ADDRESS:

2217 10th street NW

Washington, DC 20001

## EDUCATION:

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### **Pennsylvania State University University Park, PA**

*Bachelor of Science (B.S.), Hospitality Management*

*Graduated: May 2017*

## WORK EXPERIENCE:

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### **AC Hotel by Marriott**

*Operations Manager*

**Washington, District of Columbia**

*September 2019-Current*

- Oversaw a team in operating the check-ins and check-out processes.
- Solve problems and resolve debates that arise amongst staff or with guests.
- Ensure that communication amongst all departments is efficient and detailed. That the departments stay on the same page when running the operation of the hotel.

### **The River Inn with Modus Hotels**

*Guest Experience Supervisor*

**Washington, District of Columbia**

*September 2018-September 2019*

- Supervise the efficient operations of Front Office including check in/out procedures
- Supported team members in handling guest requests and enquired to ensure a solution was achieved
- Ensure that both the Front Office Manager and Guest Services Agents are kept fully aware of any relevant feedback from guests and/or other departments

### **Hotel Hive with Modus Hotels**

*Guest Services Ambassador*

**Washington, District of Columbia**

*May 28, 2017-September 2018*

- Provide guests with informative descriptions of the city, for entertainment, dining out, events, etc.
- Greet guests respectfully and professionally while explaining how the hotel navigates and explaining the hours of operation for our two bars, restaurant and pizza shop.
- Inform guests and thoroughly describe what being D.C.'s first micro-hotel really means; our brand, idea and values that we strive for.

### **DoubleTree Washington DC-Crystal City, Hilton Worldwide**

*Event Services Property Intern*

**Crystal City, VA**

*June 13-August 19, 2016*

- Managed and organized The American Red Cross Blood drive in one of the ballrooms.
- Was responsible for about 35 employees working the drive and over saw all of the equipment needed for the operation in the time during the event.

### **West Chester Golf and Country Club**

**PA**

*Server/Banquet Server*

**West Chester,**

*May 2015-August 2015*

- Served beverages and entrees to guests throughout shifts and was responsible for doing so in a timely manner in a polite manner.
- Managed up to 200-300 guests during breakfast, lunch or night events, tennis matches, and any public event going on in our facility.

## CAMPUS INVOLVEMENT AND CERTIFICATES:

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### **Corporate Hospitality Industry Analyst (CHIA)**

*Certified*

*Fall 2016-Present*

- Certified in Property Benchmarking (STAR Reports), Industry Performance Reports, and Hotel Metrics.

### **ServSafe Food Handler, Manager and Responsible Alcohol Training**

*Certified*

*Fall 2015-Present*

- Certified in food and beverage safety.

### **International Hospitality Management**

10 day Trip with School

*March 2016*

- Traveled Priorat, Montblanc and Barcelona, Spain while learning different Spanish cuisines and culture.

### **Penn State University-Berks Campus**

*Orientation Leader*

*August-September 2014*

- Managed 300-400 incoming freshman while moving them into their dorms and organized all of the parts going into moving them in.
- Lead icebreakers and games of 20-30 groups of freshman.
- Facilitated ideas and organizations for students to participate in during that time of orientation.