

Gabrielle Rosser

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EDUCATION

Virginia State University, Petersburg, VA
Bachelor's Degree of Science in Hospitality Management, Achieve May 2023

WORK EXPERIENCE

The Walt Disney Company, Adventures and Expeditions by Disney, Orlando, FL May 2022- August 2022
Trip Services Operations Intern

- Prepared shipments and shipped guide equipment to guides to make trips a success for guest
- Finalized two excel grids to collect end of the season tour guide equipment from guides
- Collected data to make reports of guest information to prepare for guest going on upcoming trips
- Managed daily inventory of guides on trips and guest reviews of the trips

Thompson Hospitality, The Delegate, Washington, D.C June 2021- August 2021
Operations Intern

- Consolidated breakfast, lunch, and dinner sales reports for general manager
- Completed a price comparison analysis between local restaurant competitors
- Coordinated and arranged training for Servsafe food handlers/alcohol certifications

Target, Oxon Hill, MD October 2020-January 2021
Team Member

- Greet and assist customers to welcome them to the store and answer questions
- Responsible for front of store cashier duties and price changes throughout the store
- Stocking items for guest to purchase and organizing inventory in back of house

Prince George's SYEP, Oxon Hill, MD June 2019- August 2019
Casino/ Gaming Intern

- Learned and observed the rules and regulations of BlackJack from an experienced dealer
- Performed as Blackjack dealer at Hospitality Showcase highlighting the culinary interns
- Developed an understanding of security risk on the casino floor

Shake Shack, Oxon Hill, MD March 2019- January 2020
Team Member

- Maintained high standards of customer service during high volumed and fast paced operations
- Mastered and understood the purpose of the POS system in food service as a cashier
- Responsible for the dining area being cleaned and taking care of guest and their needs in this area

Howard University Hospital, Washington, D.C July 2018- August 2018
Prep Cook

- Prepared cooking ingredients for the chef by washing and cutting meats and vegetables
- Ensure that all ingredients are labeled and stocked in the correct locations for safety and organization
- Made simple dishes such as salads and entrees for catering events in the hospital and hospital staff

VOLUNTEER OPPORTUNITIES AND CERTIFICATION

- Servsafe Food Handler's Certification
- Habitat for Humanity, February – May 2021
- Capital Area Food Bank, June – October 2020
- Temple of Praise, March – June 2015-2019

ORGANIZATIONS

- Eta Sigma Delta International Hospitality Management Honor Society (Vice President- Current) 2021
- Virginia State University Honors Program, 2020
- Naomi's Girls Youth Mentorship Program (President- Current)(Treasurer – 2020)
- National Association for the Advancement of Colored People, 2020
- National Society of Minorities in Hospitality, 2019 (President, Ms. Hospitality - Current)
- Virginia State University Culinary Club, 2019