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Autumn McDonald E Portfolio

Autumn McDonald

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Welcome Page

Autumn McDonald: Hospitality, Travel & Tourism



Degree Program: School of Human Sciences

Degree Sought: Hospitality Administration w/ a focus in
Travel & Tourism

Class of 2021

SHORT BIO

I am Autumn McDonald and I am from Mont Belvieu, Texas. I attend Stephen F. Austin State University and set to graduate in December 2021. I currently work at Hyatt Regency Lost Pines Resort and Spa as a Recreation Supervisor. I am responsible for private events, the waterpark, nightly s'mores, weekend movies, resort activities and much more. I plan to become a General Manager of a resort one day and continue to strive for success. I am a proud mom of a 3-year-old Pitbull named Opie. I like to spend time creating new culinary dishes, taking Opie to the park, and watching reality TV.

ELEVATOR PITCH

Welcome Home is something I say to guests quite often when they arrive to the resort. We are their home away from home during their stay here and it is up to us to fulfil a relaxing vacation. A sense of comfort is a feeling that guests value and keep coming back for more.

RESUME

https://mslivesfasu-my.sharepoint.com/personal/mcdonaldad4_jacks_sfasu_edu/Documents/AUTUMN%20MCDONALD%20RESUME.docx?web=1

Skills and Competencies

- Excellent communication skills developed through experience in customer service.
- Flexible and adaptable to the fast paced work environment.
- Motivating to those around me.
- Professionalism in all aspects of the industry.
- Critical thinking and problem solving in situations that require attention to detail.
- Well-spoken during deliverance of important information.
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Teams

Professional Experience

I have been working in the hospitality industry for six months. I was hired on in May as an intern and within a month, I was hired full time into a managerial position. With this promotion came a flood of professional development workshops and trainings. I was able to identify key strengths, weaknesses, and how to market myself within the company.

Being a part of the Disney College Program is an experience that influences my career in the Hyatt. I have never had a job that required so much attention to detail and services until I stepped foot into Disney resorts. I learned how to be the best cast member I could be because of the standards my leaders held me to. I held so much responsibility that I felt a sense of importance to the company.

There are many types of leadership theories but the one I associate with the most is democratic leadership. This type focuses on the people around them, getting help from everyone and not making an impulse decision based on themselves, and is constantly encouraging and recognizing their employees. It is said that if the employees or the people around helping you achieve your goal are knowledgeable and experienced, the process is a lot smoother than say another leadership theory.

Coursework

COURSE SAMPLES

https://mslivesfasu-my.sharepoint.com/personal/mcdonaldad4_jacks_sfasu_edu/Documents/Autumn%20McDonald%20Leadership%20paper.docx?web=1

https://mslivesfasu-my.sharepoint.com/personal/mcdonaldad4_jacks_sfasu_edu/Documents/Internal%20Guest%20Satisfaction%20Research_Reflective%20Paper.docx?web=1

EVALUATIONS

N/A

Accomplishments

AWARDS AND HONORS

Dean's List

RESEARCH/PRESENTATIONS

https://mslivesfasu-my.sharepoint.com/personal/mcdonaldad4_jacks_sfasu_edu/Documents/Autumn%20McDonald%20Written%20Assignment%203.docx?web=1

https://mslivesfasu-my.sharepoint.com/personal/mcdonaldad4_jacks_sfasu_edu/Documents/Marketing%20Report%20FINAL%20Final%20copy.pptx?web=1

https://mslivesfasu-my.sharepoint.com/personal/mcdonaldad4_jacks_sfasu_edu/Documents/Working%20with%20People%20from%20the%20Middle%20East.docx?web=1

SCHOLARSHIPS/FELLOWSHIPS

N/A

EXTRA CURRICULAR ACTIVITIES

Greek Life:

Sigma Nu Sweetheart

CERTIFICATIONS

TABC Certified

HIFIA Certified

Manage First Controlling Foodservice Cost 2.0

Manage First, Customer Service

Texas Food Handler's Certification

