

## Professional Growth



When Joanne Woo first declared her Tourism and Hospitality Major, Joanne was interested in finding a career within a luxury hotel.

Through her experience in the food and beverage department of the Quality Inn in Stroudsburg, Pennsylvania, Joanne realized that managing a restaurant was quite interesting and enjoyable.

Within the next three years, she worked with a luxury

resort own by Starwood Hotel and Resorts in the dining room and, later on, in a small city restaurant in Philadelphia.

The next stepping stone was having the opportunity to intern at the Philadelphia Downtown Courtyard by Marriott as an Operations Intern. This is where Joanne learned where she wanted to set her goals and establish herself professionally.

As an individual who is always looking for something productive to do, Joanne is now looking for a hustle and bustle kind of

job. Given the food and beverage industry already has that attribute, she still explored areas for even more exciting situations.

The search for the perfect internship is now underway for Joanne. With her goals set and dream waiting to be fulfilled, she is not going to stop until she has reached them in the Food and Beverage Department of a hustling and bustling company.



## A Real Experience

Are you looking for an internship where you are assigned busy work? Or an internship that cares about your professional development and given the opportunity to learn what excellent customer service and company culture truly is?

If you choose the latter, Marriott is where you want to work. This internship is one you won't want to miss if you are in the Hospitality Industry.

During Joanne Woo's time with the Philadelphia Downtown Courtyard as an Operations Intern, Joanne learned a great deal in the planning, developing, and managing of the company and property.

The Front Office Manager, Emily Zimmerman, welcomed her to shadow her to different meetings and duties of the two front office departments—At Your Service (AYS) and the Front Desk.

The meetings that Joanne had the opportunity to attend included: Sales Strategy meetings, Meet and Greet, daily Stand-Up meetings, and much more.

At the Front Desk, Joanne was exposed to the daily duties of a regular Guest Services Associate and learn to effectively communicate and practice excellent customer service.

Lastly, at AYS, Joanne's

duties were Concierge's. Joanne was to be knowledgeable about the hotel, Philadelphia attractions, transportation options, reservation systems, and much more.

Internships opportunities like these are hard to find. So, if you want to learn and grown as a professional, shoot for Marriott.



*"If you take good care of your associates, they will take good care of your customers, and the customers will keep coming back"—J. W. Marriott*

## Parties or Leadership?

When thinking of the term "sorority", many may come to a conclusion of groups of female college students partying and drinking.

Since establishing the organization at Temple University, Joanne has held many roles: Vice President for two years, Community Service Chair for one year, Social Chair for a semester and New Member Educator for a semester.

A sorority is very much like a business. The organization needs way of fundraising, effective methods of marketing, and strong members to uphold and expand the organization.

Thorough fundraising, Joanne was able to fundraise \$3,000.

From these funds, Joanne was able to set a budget, plan, and host a banquet that held over 50 people at the Marriott Downtown Courtyard in Philadelphia within three months of establishing the organization.

Monetary situations were not obstacle to make the organization successful. Joanne also had to ensure a bright future and market the organization and its purpose, promote awareness of their belief and initiate networking events.

With the extensive dedication and growth behind the scenes, to call this organization a party would clearly be an understatement.

