

Introduction



Stevanie Theresia
Social Media Chair
Senior Seminar-Section 2

Temple University
School of Tourism and
Hospitality Management

Contact Information
Email: stheresia@temple.edu

Values :

- Diversity
- Hospitality
- Respect
- Passion
- Honesty
- Humility
- Perseverance
- Sustainability

Hello World!

"They may forget what you said, but they will never forget how you made them feel."

~ Carl W. Buechner

Working in Tourism and Hospitality industry might have not always been my passion. But as the time went by, I started to acknowledge and discovered my values in life and things that I am passionate about. How I started to have interest in tourism and hospitality was rather peculiar. It was not until I watched this Korean drama series about the lives of hoteliers that I became interested in the hotel industry. Seeing these hoteliers trying to solve problems in their hotel, managing their employees, interacting with guests, and how different departments in the hotel work together to support the hotel operation, made me realize that it was something that I could see myself enjoy doing it.

Tourism and Hospitality industry is a service industry; and in the world of service, customer satisfaction rules everything. "It is all about the guest", as one would often say. Ensuring that guests are happy and satisfied with their experience is essential. Knowing that I can put a smile on other's face, knowing that I can make someone's day, I find these to be really rewarding.

Certainly, hotel is not always filled with happy faces and nice people. As I have experienced in my workplace, once in a while I encounter guest who is hard to please or has a bad attitude, but

Stevanie Theresia is currently a senior at Temple University School of Tourism and Hospitality Management, pursuing a career in hotel management. She will graduate with a bachelor degree in Tourism and Hospitality Management.

She was born and raised in Indonesia and is fluent in both Indonesian language, also known as Bahasa Indonesia, and English.

Theresia completed her junior internship with Hilton Garden Inn Philadelphia Center City where she was offered a job as a guest service agent upon the completion of her internship.

Her areas of interest include, but are not limited to, hotel operation and marketing. In the future, she would like to travel the world and eventually manage her own resort.



all this adds to the dynamic hospitality

industry. This is the place where I believe I can apply my skills and passion to a great extent. I believe in diversity and hospitality; meeting with a lot of different people and treat them with respect and warmth is something that I would like to do and I know this industry can provide me with that opportunity.

My experience of living in two different cultures (Indonesian and American) has taught me a lot about perseverance to overcome challenges and how to be flexible in dealing with different circumstances. These, combined with the knowledge and experience that I gain during my study at Temple, have helped to prepare me for a career path in the hospitality industry.

As the quote earlier mentions, people may not remember your name or what you say, but as long as you are sincere and passionate in what you do, you can leave an impression on them. My dream is to continue working in the industry that can take me to places and give me the opportunity to meet with new people and new cultures as I greet them and say, "Hello, World!".

