

THE PERSONAL PRESS

A Biographical Look.

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LIBBY MARQUARDT

Recent News



National Laboratory for Tourism and e-commerce (NLTeC)

While working in the NLTeC lab at Temple University, my job was to create a Facebook page and deal with other social media projects. This page would help market the lab as well as a travel journal published by a Temple faculty member. Other tasks aside from the social media projects were data analysis with surveys and using the computer program SPSS.

The Giving Gig

Over the past two years I volunteered with children, ages 5 to 18, who raised money for St. Joseph's Center. By putting on a Broadway review production and fundraising *The Giving Gig* raised \$60,000 for the center over the two years it ran. The production was a lot of sponsorship, fundraising and event planning work for myself and the other volunteers. The most rewarding part of the production was to give the kids a cast party at the end of the show for their hard work.

The UPS Store

Customer service is a skill anyone can take with them to any type of career. This skill has been gained while working with the local and nonlocal community for the past 5 years. Management skills have also been extremely helpful while being a manager at the store. The skills have come from taking classes in my management degree program (STHM).



LIBBY MARQUARDT
TEMPLE UNIVERSITY SENIOR

TOURISM & HOSPITALITY

The Life of an Intern at The Radisson

When most people think of the word intern they think about someone who runs around making copies and getting coffee for the executives of the company. My experience at the Radisson was the complete opposite, thankfully. I was able to move through different departments at the hotel and get the full experience of what it is like on a day-to-day basis. Moving throughout the hotel gave me a better chance to grasp what each department produced, as well as how it was linked to the other departments in the hotel.

Working at the front desk allowed me to become better acquainted with the hotel and staff. It also allowed me to use the property management system (PMS) OPERA. The front desk, and the other departments allowed me to be an independent employee and work as part of the Radisson team.

Once I was familiar with the hotel and staff I moved to the catering and banquets department. Here I worked, The Radisson's first Indian wedding, banquets, state

dinner, networking events and baby and wedding showers. The catering department helped me set goals for myself to meet by the time I moved on to the sales department. I took the advice of my internship advisor, and tried to incorporate the goal, "Master the layouts and characteristics of each room used for events in order to be prepared in sales", into the sales department duties. This goal was to make me better aware of details (used frequently in both departments) rather than just working an event to complete the bare-minimum. This would force me to think more critically about the event itself and what details made the event come together.. Going into the sales department and already knowing the basics plus more, made the transition much easier and allowed me to work directly with customers right away.

All the events and departments gave me certain information I am able to carry over into a variety of career paths I may take in my future, especially team work and thinking about how crucial details are in the business.