



Joy Mench

Volume 1, Issue 1

January 27, 2010

Special points of interest:

- Attention to details is essential for ensuring effective communication
- I educate myself through many different resources, both inside and outside of work.
- It is important for me to use my skills and abilities to positively impact the lives of others

An Introduction

As a senior in Temple's Tourism and Hospitality Program, and a Senior Professional Development Seminar student, I have embarked on yet another adventure to help me define who I am. As I look back through my experiences and forward to potential opportuni-

ties, it is important to identify an array of different defining characteristics. These characteristics help define who I am and what I want to do. My unique combination of all of these elements makes me well suited for the tourism and hospitality industry.



My Professional Background

There are three main experiences that help to define my personality and work ethic. The first of these is working in professional kitchens, the second is working in the customer service industry, and the third is traveling abroad.

As a student in the Culinary Arts program at Eastern Center for Arts and Technology, I learned to focus on small details. Cooking and food service both require a strong attentiveness to the different methods of cooking, the timing of service, and the safety and sanitation of both the food and the kitchen, among many other things. Working in these situations has allowed me to continually analyze how I can be more productive.

From learning to work in professional kitchens, I transitioned into working at Williams-Sonoma to begin to be able to share my knowledge and experiences in the kitchen with customers.

Working in the customer service industry has challenged me to be proactive in seeking out customers and determining their needs. I have learned to educate myself, both in and out of work, to be able to better serve customers.

My third experience, traveling abroad, has helped me to view and analyze situations in a whole new way. Having learned some of the basic aspects of a different culture challenges me to keep an open mind and view different perspectives. This is a vital part of being creative and accommodating to everyone.

It is important for me to utilize my combination of skills and experiences to positively impact the lives of others. The hospitality industry provides many ways that I can utilize my key characteristics to serve this purpose.