

Some mottos that Ya likes:

“Never let the fear of striking out keep you from playing the game” - Babe Ruth

- Ya loves these words because it motivates her to keep going on the way when life hits her. Take them as a motivation to stimulate herself to move on. Difficulties are not scary. What scared her the most is not stepping forwards.

“Change what you are able to change, accept what you are unable to change.” — Ya’s father

- Her father repeat himself several times of this point to her whenever she felt frustrated. “There are so many things going around you, some you like, some you don’t like. For those you don’t like, you need to adjust yourself,” her father said.
- When you really don’t like a thing, but it is something that you must do, you feel frustrated and depressed. While you are unable to change the situation, why not accept it and put yourself in a better mood and motivation to solve the problem. Sometimes, people need to think and do things wisely.

# Life On Record

— Ya Yang

March 2nd, 2010

## Take The Lead

Taking the lead is a challenge for everyone, so it is to Ya Yang, an international student who’s major is Tourism and Hospitality Management, at Temple University and will be graduating on January, 2011. She hesitated to take the chance in front of her because she doubted if she is ready for it. After four years in United States, she has changed her mind.

Ya always likes to address her international student identity when she introduces herself to others, because the word “international” makes her to study the differences from other people: race, ethnicity, culture, background, language, and it also means independence.

A more realistic life was in front of Ya when she firstly stepped into United States— Ya has to face every single thing by herself. Difficulties were exposed to Ya at the beginning: she couldn’t fully understand what people

were saying; she couldn’t get used to a totally different culture and background; she couldn’t ask for help because she has no friends and no relatives. But Ya survived and life has taught her to be a stronger, wiser, more realistic, more optimistic, and more independent person. It opened a wider platform for her. Ya is now the leader of no one else but herself. Life goes on while there’s no way stepping back to the past. Why not take the lead of yourself to whatever challenge that you may meet and take advantages of those challenges to prepare yourself a better life.

## On The Road

Being prepared of what you will meet is a key to success. Ya prepared herself with different working experiences at diverse positions in Hospitality

Industry.

### **Four Points by Sheraton**

Ya completed her Junior internship at Four Points by Sheraton Philadelphia City Center. She was placed in rotational departments at Sales and Marketing, Accounting, Finance, and Front desk.

The internship provided her a better view of the hotel industry and the daily operations of a hotel by using different operational systems; being polite, friendly, and helpful to guests; familiarizing processes and skills of selling guest rooms; making professional sales phone calls; reviewing and studying daily report of hotel; reviewing and preparing invoice for hotel; and writing weekly report to General Manager.

The internship taught Ya to prepare herself in a more professional way as in a hotel industry.

### **Front Desk Student Worker at Temple**

Ya used to work on campus at different offices as a front desk worker. Daily duties include file and scan documents, answer phones, pick up mails, reply e-mails, and assist walk-in students. The duties are time conscious, and challenging her to well organize limited time

for effective work.

The front desk work is comparatively simple but it taught her more as in the attitude to work and time management.

All these experiences were a good opportunity to apply what Ya have learned from school to a more practical situation, to evaluate herself in many ways to better fit the

career in the future.

### **Contact Information:**

**Ya Yang**

**Phone: (215) 275-2600**

**E-mail: ya.yang@temple.edu**