Courtney Henderson

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Hospitality and Event Management student with 4+ years of hands-on experience in guest service, hotel operations, and event support. 3.9 GPA with training in food safety and responsible alcohol service. Skilled in guest relations, operational coordination, and maintaining high service standards in fast-paced environments.

Education

Colorado State University
Bachelor of Science in Hospitality and Event Management
Minor in Business
Expected Graduation: **December 2026** | GPA: **3.9**

Employment History

Best Western Rivers Edge **Jan 2021 – Aug 2025**
Housekeeper

- Anticipated and responded to guest needs while maintaining a high standard of service and professionalism
- Consistently met brand cleanliness and safety standards and passed quality inspections
- Maintained cleanliness and presentation standards across 30+ guest rooms, ensuring rooms were consistently ready for guest check-in
- Coordinated with front desk and hotel staff to support timely room readiness and smooth daily operations

Volunteer Experience

Avon Westin Event **Mar 2026**
Hospitality Industry Participant

- Participated in a hands-on hospitality industry experience exploring the intersection of resort operations, real estate, marketing, and guest experience
- Gained exposure to the operational and business functions that support a premier resort destination

Hospitality Tailgate **Oct 2025**
Event Planner

- Provided attentive table service and supported the event flow for a student-run hospitality tailgate event with 200+ attendees
- Coordinated event logistics and guest experience to ensure an organized and engaging event
- Collaborated with team members to execute event setup, service, and on-site operations

ALM Food Pantry + Angels Attic **Aug 2019 - May 2023**
Volunteer

- Supported food distribution and organization to serve community members
- Streamlined donation processing and merchandise organization to improve store efficiency and presentation
- Managed daily store operations through inventory organization and customer-focused service

Certifications

TIPS On-Premise Training
Responsible Alcohol Service

ServSafe Manager
Food Safety & Sanitation

Relevant Courses

- Hotel Operations
- Food, Beverage & Labor Cost Control
- Event Planning & Production
- Food Safety Management
- Alcohol Beverage Control & Management

Skills

Guest Relations
Event Coordination
Food & Beverage Service
Inventory Management
Food Safety & Sanitation
Quality Control
Team Collaboration
Operational Efficiency
Adaptability & Initiative

Technical Skills

Point-of-Sale Systems
Budgeting and Cost Control
Canva
Microsoft Office
Google Workspace