
Yu “Michael” Guo

23 North University Place #1 · Stillwater, OK, 74075
(405) 612-6892 · Email: yu.guo@okstate.edu

EDUCATION	Bachelor of Hotel & Restaurant Administration Oklahoma State University, Stillwater, OK Expected Date of Graduation: May 2014 OSU Cumulative GPA: 3.75/4.0 Bachelor of Business - Hotel & Tourism Management Sun Yat-sen University, Guangzhou, China September 2010 – June 2012 SYSU Cumulative GPA: 3.12/4.0
EXPERIENCE	Waiter August 2013 - present Taylor’s Dining Room Stillwater, OK ※Understood all the processes in fine dining restaurant. ※Managed student employees to meet guests’ needs and to work as a team ※Worked as a host to provide guests with excellent first impression to Housekeeper & Front Desk Assistant January 2013 – May 2013 Atherton Hotel Stillwater, OK ※Understood all the procedures and standards in housekeeping. ※Helped customers to check-in, check-out and make reservation ※Assisted full-time employees to satisfy customers’ needs and requirements HR Trainer & Coordinator June 2012 – July 2012 Evergrande Hotel Zengcheng, China ※Organized Employees’ Knowledge & Skills Competition ※Inspected defects of service quality and facilities in the hotel ※Assisted training manager to train employees Banquet & Meeting Server January 2013 – February 2013 Grand Hyatt Hotel Guangzhou, China ※Understood banquet and meeting service procedures ※Worked as an active member of collective team ※Organized customers relationship and anticipated guests’ needs Waiter July 2012 - August 2012 Baiyun Hotel Guangzhou, China ※Understood all the processes in upscale western food buffet restaurant. ※Served customers with different cultural backgrounds
HONOR AND AWARDS	OSU HRAD Scholarship Fall 2013, Spring 2013 OSU Dean Honor Roll Spring 2013, Fall 2012 SYSU 3rd Prize Scholarship Fall 2011
SPECIALIZED SKILLS	Computer: Microsoft Word, PowerPoint, Excel Language: Fluent Chinese and English
REFERENCES	Available upon request