



Hannah Hultman

Position: Event Management and Front of House Intern

Field Experience: Olympic Hills Golf Club, Eden Prairie, MN

Event Management and Front of House Responsibilities:

- Respond to event inquiries and give tours of the banquet room and ceremony site
- Assist on the day of events by keeping the timeline in order, and insuring that the event runs smoothly
- Managed the quick turn and beverage cart staff, which includes training staff and taking inventory

Project:

Addressing problems with the quick turn and beverage cart

Key findings:

- Sales increase when customers are able to see what products are available for them
- Importance of training employees to meet organizational quality standards
- Meeting health codes and training employees on them is critical to the safety of customers and employees

3 Key Lessons Learned:

- The importance of holding people accountable for there actions
- How to identify issues and address them before they become a concern
- Staying organized and prioritizing tasks is important in order to stay on top of things