



Marisa Pacella
Hospitality Management Intern
TMI Hospitality:
Residence Inn and Comfort Suites
Summer 2016

Responsibilities:

- Learn the operations of:
 - Housekeeping
 - Laundry
 - Front Desk
 - Maintenance
 - Sales
 - Management
- Learn and assist in the day to day operations of the hotel

Project: Error Analysis of the Housekeeping Department

- Created and initiated a way to keep track of housekeeping errors during inspection to correct individual and overall mistakes
- Learned that mistakes by a housekeeper are usually repeated throughout the rooms

Top 3 Things I Learned:

- Make it typical to go above and beyond for your guests.
- Keep a positive attitude no matter what the situation.
- Never say, “There’s just nothing I can do”. There is always something you can do to make the guest’s experience better!