

HOW TO INCLUDE FANGINEER™ ON YOUR RESUME

FORMATTING

The word FANGINEER™ is trademarked by the Colonnade Group, so the word formatting is very important and the trademark symbol (superscript TM) should always been included.

ALL CAPS
(under Font Effects)

TRADEMARK SYMBOL
(Insert > Symbol > ™)



FANGINEER™

SMALL CAPS
(under Font Effects)

POSITION

Contact the GTAH Director if you have questions about your specific FANGINEER™ position.

- FANGINEER™ Suite Attendant
- FANGINEER™ Club Attendant
- FANGINEER™ Podium Attendant
- FANGINEER™ Floor Manager

RESPONSIBILITIES

Additional responsibilities may vary some by position, but a few general responsibilities to include are:

- Part of a multi-functional team that serves approximately 4,500 people per game
- Ensured smooth operations in all premium venues at the highest level of service
- Completed pre/post-game checklists to ensure experience efficiency
- Enforced rules and regulations of Bobby Dodd Stadium premium areas to ensure safety for all guests
- Remained courteous and composed at all times, even during moments of intense stress and guest traffic
- Improved customer service satisfaction through expert resolutions of conflicts, issues, and concerns
- Collaborated with security, catering, maintenance and custodial as needed for efficient resolutions
- Kept constant communication with GTAH Director and operations staff
- Gave accurate and appropriate information to answer questions, provide directions, troubleshoot issues, and resolve complaints in a timely manner

SKILLS

Empathy | Diligence | Initiative | Poise | Communication | Relationship Building
Attention to Detail | Problem Analysis | Conflict Resolution | Team-First Mentality

GENERAL RESUME TIPS

FORMAT

If you remember nothing else, remember this: **always save your resume as a PDF.**

Never send your resume as a Word doc.

LENGTH

Unless the employer is asking for a detailed CV (“Curriculum Vitae”) a solid goal is to keep your resume to a single page front & back (so two pages max in Word). You want to show off your experience, but not drown the hiring manager in unnecessary details.

Not every job duty needs to be listed, and as you earn more experience with different organizations throughout your life, not every prior job will need to be included. Hiring managers are usually looking for skills and traits specific to the position they are hiring for, not just prior job experience.

Focus on keeping your resume clean, brief and - most importantly - relevant.

Bonus Tip: Re-read through the position description and check for common buzzwords like “collaborate” and “communicate”, and then include those words in your resume experience (unless, of course, adding those words would be a flat out lie – never do that).

GROUPING

If you’ve ever worked for an organization in two different positions, you could combine like so:

The Colonnade Group

Aug. 2018-Present

Georgia Tech Athletic Hospitality: FANGINEER™ Floor Manager (Fall 2019)

- Managed a team of 5-10 GTAHA staff members on a game by game basis
- Primary contact for 15 suites total during each football game
- Responsible for overseeing all set-up and closing duties on my floor

Georgia Tech Athletic Hospitality: FANGINEER™ Club Attendant (Nov. 2018 – Feb. 2019)

- Part of a multi-functional team operated the Callaway Club during each men’s basketball game
- Serviced approximately 600 club members per game
- Greeted all guests and protected exclusivity by validating tickets

Georgia Tech Athletic Hospitality: FANGINEER™ Suite Attendant (Fall 2018)

- Managed 5-7 suites during each game
- Developed highly empathetic client relationships and delivered exceptional customer service
- Collaborated with catering, security, maintenance and custodial as needed for efficient resolutions
- Assisted GTAHA Director with premium walkthroughs and suite servicing during game-weeks

Not only will hiring managers appreciate a clean layout, grouping this way also shows versatility, growth and longevity (i.e. you stayed with the same company for more than a year).

GENERAL COVER LETTER TIPS

PURPOSE

Hiring managers often require cover letters as a way to preview your personality and self-expression as well as your written communication skills (e.g. sentence clarity, spelling, basic grammar).

CONTENT

Do NOT just copy & paste the former job duties from your resume into your cover letter because then you've just wasted the hiring manager's time by making them read the exact same information twice.

Relevancy is key here, too. Even if you're applying to different jobs at one time, don't just send in the same generic cover letter for all them; hiring managers can tell when people do this, and they may think you're just applying because you want *a* job, not *this particular* job.

Rather than just reiterating the "what" of your past experiences, go a bit deeper to (briefly) share the value of what you learned through your experiences as it relates to the new role you are applying for.

Example: if applying within the customer service industry, saying "*I've learned the value of creating empathetic relationships through my time with X, Y and Z Organizations*" will likely read better than "*I helped monitor premium areas with X*" – because monitoring premium areas is a job duty specific to one organization, but understanding empathy and being skilled in relationship building are assets that can be valuable in all settings.

tone

Avoid lines like "*After reviewing my resume I'm sure you will agree that I'm the best person for this job.*" While self-confidence and self-assuredness are necessary, making assumptions for the hiring manager ("*I'm sure you'll agree*" or "*You'll see that..*") will 10/10 backfire and make you sound a bit egotistical.

Remember, cover letters help give a glimpse of your personality so that the hiring manager can evaluate how you might fit within their current work culture. Inflated egos can be hard to work with, especially in the service industry – you don't want a red flag before your resume is even opened.

Instead of assuming you are the most qualified applicant, put effort into expressing some humility. Thank them for their consideration and for giving you the chance to make a positive impact.

FORMAT

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