

Merve Gizer

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Program: Hospitality - Hotel & Restaurant Services Management (HTM)

Graduated: 2019

Current Position: I am currently doing an internship as an HR Sub-team leader at a tech company while waiting for the hospitality industry to go back to normal. My position requires managing two teams of 20 HR assistants and four supervisors responsible for supervising, managing, and motivating team members daily. I create an inspiring team environment with an open communication culture while delegating tasks and setting deadlines. I oversee day-to-day operations, monitor team performance, report on metrics, and listen to team members' feedback and resolve any issues or conflicts.

Experience: Before the pandemic, I worked in a cruise company by Lake Ontario as a restaurant manager. I had been working with the company for the last 3,5 years. I had started as a server for my field placement while studying, and I was cross-trained as a bartender. I became an assistant restaurant manager, an event service manager, and a restaurant manager in the following years. I worked at two hotels in the food and beverage departments in various positions in-between seasons, such as in-room dining operator and a banquet supervisor.

Advice: I would advise them to study and work hard, be patient and have a strong work ethic. Working with and leading a team is as vital as working independently, which both of them are crucial to be successful in academia and at any job. A team is only as strong as its weakest link, so help your peers and co-workers to excel at whatever they are doing. Use college resources like peer tutors and career fairs to succeed in your academic and professional lives while asking for help from the professors and instructors. Don't be afraid to ask for help if you need support.

tags : alumni