

Nadia Hail

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SUMMARY

Early career guest services candidate with supervised university event practice, campus visitor service training, and nonprofit **volunteer experience**. Supports orderly **guest entry** and exit, answers questions with accurate **event information**, and communicates courteously with general and high profile attendees. Practice includes face to face, phone, and email service, access lists, venue maps, **queue support**, event briefings, and escalation procedures. Campus assignments developed calm responses during busy arrival periods and reinforced careful adherence to university policies and procedures. Volunteer work added experience welcoming diverse visitors and coordinating with service teams. Reliable attendance, professional presentation, active listening, and thoughtful follow through support a positive event experience for every guest.

EDUCATION

Associate of Arts in General Studies

2026

Lansing Community College GPA: 3.8

Lansing, MI

Coursework: Customer service, Communication, Event procedures, Community service

TECHNICAL SKILLS

- **Guest Service Channels:** Face to face service, Phone service, Email service
- **Event Access Procedures:** Guest entry, Guest exit, Access lists
- **Venue Operations:** Venue maps, Premium suites, Seating areas
- **Event Communication:** Event briefs, Event information, Approved references
- **Queue Support:** Queue organization, Guest movement, Arrival support
- **Service Escalation:** Escalation paths, Supervisor routing, Exception handling
- **University Operations:** Campus services, University policies, University procedures
- **Visitor Support:** Greeting stations, Information stations, Visitor services
- **Volunteer Service:** Nonprofit events, Welcome desk, Volunteer coordination
- **Service Quality:** Listening, Courtesy, Service rubrics

SKILLS

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|------------------------|------------------------------|-------------------------------|------------------------------|
| • Guest Services | • Face to Face Communication | • Queue Support | • Professional Communication |
| • Event Ushering | • Phone Communication | • Teamwork | • Fast Paced Environments |
| • Customer Service | • Email Communication | • University Event Procedures | • High Profile Guest Service |
| • Guest Entry and Exit | • Event Information | • Nonprofit Volunteering | |

EXPERIENCE

Guest Services Event Practicum, University Events

August 2026 - Present

University Project

Lansing, MI

Supports supervised campus athletics simulations and live university events, with focus on guest access, **event information**, queue movement, professional communication, and escalation. Coordinates with student teams under instructor guidance while practicing procedures suitable for busy arrival periods and premium event settings.

- Supported orderly entry and exit **procedures** during **campus events** serving groups of up to 120 attendees.
- Used event briefs, access lists, and venue maps to **answer guest questions** accurately during supervised assignments.
- Practiced **courteous** face to face communication through timed scenarios focused on listening and appropriate escalation.
- Coordinated entry point coverage with student teammates, keeping guest movement and event messages consistent.
- Recorded recurring questions and access bottlenecks, then shared practical recommendations during course debriefs.
- Maintained reliable attendance and calm service when event conditions changed during supervised campus assignments.

Campus Visitor Services Simulation, Visitor Support

January 2026 - May 2026

Student Lab

Lansing, MI

Completed a service lab focused on university visitor and event scenarios across phone, email, and in person channels. Rotated through greeting, information, and queue support stations while learning consistent access procedures, discretion, teamwork, and concise responses.

- Completed service lab assignments covering **phone, email**, and in person university guest communication.
- Answered simulated questions about event times, building access, seating areas, and campus services using approved references.
- Greeted high profile guest personas with courtesy, discretion, and consistent **access procedures** during practice scenarios.
- Rotated through greeter, information, and **queue support** stations to study organized visitor flow.

- Reviewed service interactions against a rubric, then revised responses for clearer tone and accurate information.
- Created an event service guide covering escalation paths, common questions, teamwork, and composure.

Community Event Service Study, Nonprofit Volunteer Research

September 2025 - December 2025

Academic Research

Lansing, MI

Conducted a supervised course study of nonprofit and campus event service practices, examining welcoming, communication, queue organization, accessibility awareness, and volunteer coordination. Presented practical findings for temporary event staff and tested recommendations through peer role play.

- Examined guest service practices at **nonprofit** and **campus events** through supervised course research.
- Built an observation checklist covering greeting quality, information accuracy, queue organization, accessibility, and teamwork.
- Compared face to face, phone, and email examples to assess clarity across service channels.
- Presented briefing material and escalation recommendations for **temporary** event staff during a class presentation.
- Tested service recommendations through peer role play and incorporated evaluator feedback into final reporting.
- Maintained organized research notes and source documentation throughout supervised event service study.

PROJECTS

Campus Event Access Practice 📅 2026

Built a supervised event access practice plan using venue maps, access lists, queue guidance, and escalation contacts. The work strengthened readiness for courteous guest support during busy university events.

Nonprofit Welcome Desk Study 📅 2025

Studied welcome desk service across nonprofit events, then translated observations into clear briefing notes for volunteers. Findings focused on accurate information, inclusive greetings, and smooth team coordination.

LEADERSHIP & AWARDS

- Dean's List, Spring 2026
- Campus Service Learning Recognition, 2026
- Student Achievement Award for Professional Communication, 2026

CERTIFICATIONS

- Customer Service Fundamentals 📅 2026
- University Event Procedures Training 📅 2026

PROFESSIONAL AFFILIATIONS

- Campus Events Volunteer Team, Student Volunteer, 2025 - 2026
- Community Food Pantry Welcome Desk, Volunteer, 2025 - 2026
- Peer Orientation Support, Student Volunteer, 2026

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST