

The banner for the Lipscomb University Career Development Center features a blue background. On the left, there is a photograph of a red brick clock tower with a white clock face and a white cupola on top, set against a clear blue sky with some green leaves and pink blossoms in the foreground. To the right of the tower, the text "LIPSCOMB UNIVERSITY" is written in white, all-caps, sans-serif font. Below it, "CAREER DEVELOPMENT CENTER" is written in a larger, white, all-caps, sans-serif font. In the bottom left corner of the banner, there is a small, square portrait of a woman with long brown hair, wearing a black top, smiling. To the right of this portrait, the following information is listed in white, bold, sans-serif font: "Name: Alexis Auguis", "Major: Corporate Management", "Job Title: Account Manager", and "Graduation: 2016".

LIPSCOMB UNIVERSITY

**CAREER
DEVELOPMENT
CENTER**

Name: Alexis Auguis
Major: Corporate Management
Job Title: Account Manager
Graduation: 2016

Alexis Auguis is an Account Manager, Sourcing for NHS Global Events in the Hospitality Industry. With her B.B.A in Corporate Management, Alexis has the education and drive to support business clients in a field/industry filled with many diverse opportunities. With her ability to build strong relationships, meet demanding client requirements, and to learn from her positive and negative experiences, Alexis enjoys the many challenges of her role. Read more as she also invites you to connect with her if this is a career you are interested in pursuing.

What is the day in the life like at your job?

To be honest, and I know this is not what many want or like to hear, my day is a series of emails with clients and coworkers. My job is hard to describe. However, in a nutshell, I search, present, and contract venues to host client events around the country. These events require hotel rooms and event space. Once the client has selected their desired destination and hotel I negotiate the contract with that desired hotel.

What do you love about your job?

It is challenging! The reason I have left my previous job roles is because I lacked challenge. I wanted to be using my brain day in and day out to solve “problems”. The reason I place quotes around that word is because my problems are a lot different than world peace or world hunger, yet they are still problems to my clients, and I love that I get to tackle those with them.

What is challenging about your role?

I guess I set myself up for this one... I have to manage a lot of expectations. My company and I have goals in mind, our clients have their goals in mind, and the hotels have their own set of goals. All of those goals do not always look the same, yet it is my job to make sure that once the contract is signed everyone has a smile on their face.

What are the benefits of working in this field?

I want to speak to the hospitality industry here - the biggest thing I want to stress is that it may seem vast and often ambiguous, however, it is so small. Everyone knows everyone! I still make connections in my head with previous contacts throughout the country with the work that I do. Every day I get to meet someone new that could potentially be someone I work with/for in the future. This is a huge benefit as you are only furthering

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your own rolodex of connections and with people who genuinely want to help. The hospitality industry is truly centered on being authentically hospitable.

What experiences did you have that prepared you for this role?

In my two previous roles I saw a lot of what I did NOT want, I realize that sounds crazy, but I have often learned a lot more from the negatives than the positives. Sometimes what does not kill you truly makes you stronger, and I believe this with my whole heart. One of the first pieces of advice to anyone entering their career would be to take it all in; no matter if you start in food service or as an assistant, take it in! You will slowly determine what you like and dislike and use it along your journey to find “what you want to be when you grow up”.

What do you see happening in the future for these types of careers?

Unfortunately, I am writing to you in the time of COVID-19, and hospitality was one of the first industries to feel the pains of the pandemic. Before people even knew what the term “shelter in place” meant, my industry was cancelling events and seeing colleagues go. The future is a bit of a mystery, but everyone is hopeful and that is just another major benefit of hospitality. However, event planning in general is all about supply and demand. Sometimes the hoteliers have the upper hand and sometimes we planners have the upper hand, and it is our jobs to still maintain the same quality of service, not about who has the upper hand.

What should a student know about your field?

I will keep this simple - my field/industry is filled with SO many different opportunities. If hospitality is something of interest, do not be afraid to ask obscure questions and do some digging. No one knows what an account manager in sourcing is, but I love my job and never would have found it without doing some serious digging and getting to know some incredible people. I once thought that hospitality was just a nice word to describe someone who was kind and willing to go out of their way for you. Never would I have imagined that my entire career would be centered on that one word.

What advice do you have for a student considering a career in your profession?

I think instead of giving advice here, I would almost rather ask questions. Are you willing to set aside your opinions and judgments to service the client? Do you enjoy helping people, and are you willing to go the extra mile in that help? If you answered yes to the above, will those ideas of service provide you with purpose and happiness? If yes all around, let's connect, because hospitality might be where you want to be.