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## Career Objective

I am seeking a full time position in the hospitality industry to utilise my experience and skills in this area. I enjoy dealing with people and would like to be more involved in the management of a hospitality establishment in the future.

## Qualifications & Training

- Year 10 School Certificate Bossley Park High School
    - Including electives : Food Technology
    - : Drama
  - Peer Support Leadership
  - Accredited Barista Certificate (SITHFAB012A)
  - Responsible Service of Alcohol (RSA)
  - Responsible Conduct of Gambling (RCG)
  - Bar Operations Course
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## Professional Strengths

- |                               |                               |
|-------------------------------|-------------------------------|
| • Food and drink preparation  | • Bar maintenance             |
| • Barista training and skills | • Wine opening and service    |
| • Coffee machine operation    | • Mixing alcoholic drinks     |
| • Cash handling and POS       | • Cleaning and maintenance of |
| • Customer service            | hospitality equipment         |
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## Skills & Attributes

- |                                     |                                      |
|-------------------------------------|--------------------------------------|
| • Effective communication           | • Customer focused                   |
| • High end interpersonal skills     | • Ability to problem solve           |
| • Ability to work as part of a team | • Sound decision making              |
| • Friendly demeanour                | • Enthusiastic and positive approach |
| • Professional approach             | • Punctuality and loyalty            |
| • Ability to work under pressure    | • Flexible and adaptable             |
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- Prioritisation of tasks
  - Ability to work independently
  - Time management
  - Fast learner
  - Responsible and mature approach
  - Organisational skills
  - Leadership qualities
  - Managing multiple responsibilities
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## Employment History

2011 - Present

Fruit Deli

### **Customer Service Attendant – Full time**

- Store display, stock replacement and stacking shelves
- Serving customers and accepting payment
- Cash handling, EFTPOS and Credit Card payments
- Weighing fruit / produce and scanning product barcodes
- End of day reconciliation – till balance
- Handling customer enquiries and complaints – conflict resolution
- Open and close shifts

2010 - 2011

The Asian Takeaway

### **Reception / Customer Service Attendant - Casual**

- Food preparation / kitchen hand assistant
- Took customer orders and processed payment
- Advised customer on menu items and food delivery times
- Entered customer orders and payment into computer database
- Receipting and printing of order numbers for chefs
- End of day reconciliation – till balance
- Food, drink and stock rotation and replacement

2010

Bossley Park Primary School

### **Teacher's Aide (Work Experience)**

- Assisted teacher with classroom duties
- Literacy and reading assistant, marking grammatical errors
- Special needs student assistance
- Asset management - stationary replacement
- Assisted students with homework review and marking
- Filing of paperwork
- Lunch duty – playground monitoring

2009

IT Solutions



Jane Doe

### **Customer Service Attendant (Work Experience)**

- Use of photocopier and fax machines
  - Assisted staff with software installation
  - Data entry – entering customer details
  - Processed and receipted customer payments
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### **Referees**

(Available on request)

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