

Emma Stone

EXAMPLE

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Objective

I am a high school graduate seeking to gain a casual or part time position in a local business that will enable me to use my hospitality and customer service skills and experience, and provide the opportunity to contribute to the satisfaction of customers.

Highlights

- 4 years table and drinks service experience in a high paced restaurant environment
- 1 year customer service experience in a gourmet gelateria store
- Reliable, responsible and hard working as evidenced by long term employment
- RSA Certificate, fully trained and competent in bar and food service

Customer Service Experience

Othello Italian Bistro – Oxford Street Bulimba

20xx - current

Waitress, gelato bar server and bar tender

- Gained exposure to a diverse range of customers and improved my communication and interpersonal skills
- Served customers, dealt with their enquiries and concerns in order to provide the best service and experience possible
- Managed my own section of the restaurant (at times managing 40 seats) and learnt about the day-to-day running of a successful business
- Trained in the use of a POS machine and the handling of a register and cash
- Supervised and trained junior staff in my workplace; helping to improve their work skills
- Achievements: at the age of 16 was promoted to wages for 18 year old for outstanding performance at work

Babysitter

20xx - current

- I also undertake work in casual babysitting for several local families and have been doing so for several years

Casual Waitress – Party Events

20xx - current

- Worked with a caterer for several events and parties through family and friends; preparing and distributing food and managing the overall running of the event

Education

High School Certificate (Score OP3) – Sunup College 20xx-20xx

Corinda State School (School Captain) – 2005-2011

Achievements

- Achieved an A on the Queensland Core Skills Test in 20xx
- Achieved an OP 3 upon graduation of Year 12
- VHA result in all senior subjects at secondary school
- 15 Principal's Awards for Academic Excellence at Sunup College (20xx-20xx)
- 2 Distinction Awards in the Australian Geography Competition
- Attended the Sunup College Annual Honours Assembly in 20xx for achieving an OP 1-5
- Offered a position in a Bachelor of Environmental Management at the University of Queensland which I have deferred
- Offered a position in the University of Queensland's Advanced Study Program in Science (ASPInS)

Key Skills and Personal Qualities

- **Strong communication and interpersonal skills** – proficient in communication skills as evidenced through my previous experience in hospitality work
- **Excellent customer service** – well-developed skills in interacting with customers and meeting their needs as best as possible through 4 years' experience working in a restaurant
- **Excellent memory and attention to detail** – demonstrated through my responsibility to manage restaurant tables, ensuring customer needs are met
- **Good at working in teams** – commitment to enhancing the effectiveness of work teams by dedicating time and energy to working towards a common goal demonstrated through my ability to work in a team environment in my current position
- **Hard working and enthusiastic** – evidenced through my high level of academic results as well as a pay raise at my current job
- **Excellent multi-tasker** – demonstrated through my management of restaurant sections and ability to take orders, deliver food and organise table arrangements
- **Strong use of initiative** – think outside the basic requirements and act on own accord to achieve the best results possible

Interests

- Environmental science, biology and geography – studied throughout high school and have strong interest in worldwide issues surrounding these topics
- Passionate about social issues
- Art and design – love to create works of art in particular sculpting and painting
- Dance – danced in eisteddfods for 11 years

Referees

Ms Uma Thurman
Restaurant Manager – Othellos Bistro
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