

Amy Pearce

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I am a highly organised and motivated customer service assistant with years of experience in sales and hospitality. I am a positive, adaptable and hard-working individual who is a fast learner and thrives in a fast-paced work environment. I have full availability from Monday-Sunday and happy to work at any time of the day/night. With a vast knowledge in management, anticipating needs and organisation, I believe I would make an excellent asset to your team.

Professional Skills and Strengths:

- Excellent verbal communication skills with both kitchen and staff.
- Dedication to delivering high quality customer service and confidence dealing with customer complaints and developing resolutions.
- Works well both independently and as part of a team.

Qualifications:

- Cert. III in Hospitality
- Responsible Service of Alcohol (VIC)

Experience:

Carosello - Bartender
Present

April 2023 -

- Preparing a wide range of drinks in both busy and quiet periods of the night ensuring the presentation of cocktails, wines and spirits are up to the restaurants standard.
- Taking phone calls to assist customers with any questions regarding the restaurant.
- Placing bookings for customers using the nowbookit system.
- Restocking bar fridge and preparing garnishes.
- Proficient use of the POS system and EFTPOS machine and confidence handling money behind the bar.

Squires Loft – Section Waiter

Oct-2022-April 2023

- Using my own meat knowledge to help customers choose their favourite steak and cooking preference.
- Guiding customers through the extensive drinks menu ensuring they are satisfied with their choice of beverage.
- Efficiently running a section independently in a professional manner during busy time periods, whilst assisting in other areas of the venue.

- Training new staff on correct serving procedures and skills including use of a tray, three plate carry and appropriate upselling of side dishes, drinks and desserts

Moonee Ponds Poultry - Customer Service Assistant/Manager

Jan 2022- July-2022

- Effectively delegate tasks to the appropriate staff member based on their skills, strengths and current workload.
- Providing customers with information about stock and using my knowledge to give accurate recommendations.
- Keeping store windows restocked, clean and well presented.
- Preparing poultry with advanced knife hand skills.