

# **Rhys Morton**

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## **Customer Focused • Enthusiastic • Goes above and beyond • Excellent Communication**

Customer Service role sought by energetic and highly motivated retail assistant with 10+ years in the fast-paced food and beverage industry. Acknowledged by management for demonstrating a “can do” positive attitude and for providing exceptional customer service. Accurate cash handling, physically fit and available to work flexible shifts across all days of the week. Self-motivated multi-tasker with an excellent work ethic, pride in personal appearance and strong interpersonal and relationship building skills. Friendly and polite; thrives in a fast-paced environment with excellent communication skills. Success building and working in strong, productive team settings in high pressure environments. Enthusiastic, hard-working and available for an immediate start.

### **KEY COMPETENCIES**

- 10+ years Hospitality
- Staff management skills
- Workplace health/safety procedures
- Responsible Service of Alcohol (RSA) Certificate Holder
- Well presented, honest, reliable
- Punctual with superior attention to detail
- Kitchen Hand
- Interpersonal & relationship building skills
- Excellent computer skills
- Accurate cash handling / register work
- Good communication skills
- Respectful courteous team-player
- Proven ability to work well with others
- Strong analytical & problem-solving skills
- Ability to make well thought out decisions
- Flexible, adaptable, takes initiative
- Back office skill

## Career Snapshot

Position	Organisation	Period
Café Supervisor	Boatshed Café, Narrabeen	2019 – current
Café Manager	Beach House Avalon, Avalon Beach	2018 - 2019
Café Supervisor	Beach House Avalon, Avalon Beach	2017 - 2018
Café Manager	Danes Gourmet Coffee, Wahroonga	2016 - 2017
Customer Service Assistant	Wellspring Espresso, Berowra	2013 – 2014
Customer Service Assistant	Danes Gourmet Coffee, Wahroonga	2010 – 2013
Trombone Player and student	Turramurra High School / Band Program	2007 - 2012

## Qualifications

Responsible Service of Alcohol (RSA) Certificate

**2016**

Higher School Certificate, Turramurra High School, Sydney

**2012**

## EMPLOYMENT HISTORY

**Customer Service Assistant**

**2010 - 2013**

**Danes Gourmet Coffee, Wahroonga**

Customer service, communication, team work; POS, Eftpos, cash handling; register, shelf stacking, prepare food and beverage; serving, Barista, cleaning shop and equipment.

- Worked efficiently under high pressure situations, demonstrating strong work ethic when working with staff and customers which achieved high quality coffee and service.

**Customer Service Assistant**

**2013 - 2014**

**Wellspring Espresso, Berowra**

Customer service and communication, work in a team environment; food preparation, extract and pouring coffees, staff training, cleaning shop and equipment.

- Improved customer service by autonomously running front of house by multi-tasking between taking orders, serving tables, take-away, operating register and making coffees in tight timeframes

**Customer Service Assistant**  
**2013 - 2016**  
**Danes Gourmet Coffee, Wahroonga**

Customer service, communication, trained staff, team work; POS, Eftpos, cash handling; register, shelf stacking, receive deliveries, prepare food and beverage; serving, Barista, cleaning shop and equipment.

- Worked efficiently under high pressure situations, ability to use good work ethic, worked with staff and customers to achieve high quality coffee and service.

**Café Manager**  
**2016 - 2017**  
**Danes Gourmet Coffee, Wahroonga**

Customer service, communication, teamwork; POS, Eftpos, cash handling; register, shelf stacking, prepare food and beverage; serving, Barista, cleaning shop, staff training, banking takings, till reconciliation, rostering and product ordering

- Responsible for management of staff and operations in shop and ordering of required products.

**Café Supervisor**  
**2017 - 2018**  
**Beach House Avalon, Avalon Beach**

Customer service, communication, teamwork; POS, Eftpos, cash handling; register, shelf stacking, prepare food and beverage; serving, Barista, cleaning shop, staff training, cashing out and balancing tills.

- Responsible for management of staff and operations in the cafe.
- Received training in the restaurant to work there when required.

**Café Manager**  
**2018 - 2019**  
**Beach House Avalon, Avalon Beach**

Customer service, communication, team work; POS, Eftpos, cash handling; register, shelf stacking, prepare food and beverage; serving, Barista, cleaning shop, staff training, cashing out and balancing tills, sending shift reports, ordering from suppliers, processing invoices, problem solving through email, processing imbursement claim forms, approving shifts.

- Responsible for management of staff and operations in the café and other general duties around the whole venue.
- Working manager shifts in the Restaurant when required.
- Managing the bar for functions.
- Ordered stock for the entire venue

**Café Supervisor**  
**2019 - Current**  
**Boatshed Café, Narrabeen**

Customer service, communication, teamwork; POS, Eftpos, cash handling; register, shelf stacking, prepare food and beverage; serving, Barista, cleaning shop, staff training, cashing out and balancing tills.

- Responsible for management of staff and operations in the cafe.

**Trombone player**  
**2007 - 2012**  
**Turramurra High School Concert Band and Stage Band**

6 years performing in eisteddfods, music festivals, school functions, nursing homes, Schools Spectacular, Regional and International Band Tours

- Selected to represent school and perform in International Tour Band to USA (2009)
- Won music awards whilst performing in eisteddfods, festivals, school and community functions
- Selected to perform in with Regional Tour Band in Queensland, regional NSW and Victoria

## **QUALIFICATIONS AND PROFESSIONAL TRAINING**

Responsible Service of Alcohol (RSA) Certificate  
**2016**  
Higher School Certificate, Turramurra High School, Sydney  
**2012**  
Formare Barista Certificate  
**2010**

## **INTERESTS**

- Computers
- Gym

**References available upon request**