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ZOE BOURNE

Bartender & Student

PROFILE

I am extremely versatile and dedicated, and I am eager to start work immediately with a dynamic organisation. I am a quick learner and have no trouble integrating into a team or new work environment. I have worked across many different industries and integrate well into any team. I work best in a team environment and prefer to be at the frontline of your business, as I am confident, approachable and enjoy customer service roles. I am currently studying a Diploma of Community Services with TAFE Digital and am able to work on a part-time/casual basis, with the flexibility of

CONTACT

Address
5/74 Hutton Road
North Entrance
NSW 2261
Phone
0422 229 649
Email
zoe.bourne@icloud.com

EDUCATION

TAFE DIGITAL NSW
Diploma of Community
Services
2020-Current

TAFE NSW
Certificate III in
Community Services
2018

CERTIFICATIONS

WHITE CARD
NSW/2019
WWCC | WWC1767389V
NSW/2019
RSA
NSW/2020
RCG
NSW/2020

EXPERIENCE

Bartender *Bateau Bay Hotel* | Jun 2020-Current

As part of everyday operations, my duties involve general management and running of the bar and bistro, including opening and closing the bar, preparing and serving food and beverages, customer service, cash handling, ordering stock, and daily facility maintenance. In addition to this, I was also required to complete the following tasks:

- Inventory and stock ordering, cold room inventory and maintenance,
- food preparation, consistent food and beverage presentation, and catering duties.
- All cleaning duties, equipment maintenance and preparation
- Point of sale operations, cash handling, including open and close management, handling customer complaints and dispute resolution.

Kitchen Hand *Pelican's Restaurant* | May 2018-May 2019

My role at Pelican's developed as my skills increased quickly during my time there. My responsibilities included all cleaning duties, thorough understanding of work place health and safety standards, food preparation and consistent plate presentation. I was expected to handle multiple tasks with speed and accuracy, all whilst maintaining a high standard of customer service and responding respectfully to feedback and complaints.

Seminar Assistant *EQ Events* | Apr 2014-Apr 2015

My responsibilities included everyday facility maintenance duties, organising and preparing floor set-up and pack-down, and catering and meal preparation. This role required a high level of customer service and problem-solving skills, I was required to complete administration tasks including timekeeping and reception duties, along with customer service functions:

- Front of house role, meet-and-greet participants, motivate and entertain large groups of people.
- Administration tasks, timekeeping, reception duties, answering phone inquiries and completing customer registrations and bookings.

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SKILLS

COCKTAIL PREPARATION
WEEKLY BATCHES
WINE KNOWLEDGE
CLEAN LINES & KEG
MANAGERIAL TRAINING
FOOD PREPARATION
POS OPERATION
MICROSOFT OFFICE

ATTRIBUTES

WELL-SPOKEN
CALM UNDER PRESSURE
ACCURATE NUMERACY
FLEXIBLE
RESPONSIBLE
DIPLOMATIC
TEAM & LEADING SKILLS

EXPERIENCE (continued)

Tele Sales

EQ Events

| Jan 2013-Feb 2015

My main duty in this role was to conduct both warm and cold calling, and it was here where I developed strong customer service skills. Daily tasks included:

- Scheduling, processing bookings and payments, upselling, working to individual and team KPI targets.
- Customer service, feedback and complaint handling, building rapport and maintaining customer relations.

Sign Writing Contractor

Ben Bourne Signs

| Sep 2011-Apr 2014

Creative and functional role, using Flexy8 to create font and designs of vinyl to required specifications of client. Further duties:

- Preparing and weeding all vinyl for application on all surfaces including car wraps and store fronts.
- Building and laying lettering and vinyl onto A-frames, along with installation.

Bartender & Hostess

Sirens Nightclub

| Oct 2010-Sep 2011

Bar and front of house duties including event set-up, opening and closei

- Preparing and weeding all vinyl for application on all surfaces including car wraps and store fronts.
- Building and laying lettering and vinyl onto A-frames, along with installation.

REFERENCES

Hayley Michelle
Owner
Pelican's Restaurant | Woy Woy
0405 620 865

Ross Glynatsis
Owner
Sirens The Nightclub | Terrigal
1300 800 975

Sacha Whitehead
Regional Manager
EQ Events | North Sydney
0429 680 590

16th January 2021

To whom it may concern,

I am writing to personally recommend Zoe Bourne as an excellent addition to your establishment.

Having Zoe work with us at Bateau Bay Hotel was an absolute pleasure; she was hard working, punctual, and very hospitable which led to her becoming an integral part of the team at Bateau Bay Hotel. Zoe had a trait of being able to motivate her colleagues and deliver fantastic customer service which would compliment any venue.

For whatever role she would take in your establishment she would bring a great deal of maturity, enthusiasm and professionalism.

If there is anything you wish to know about Ewen as a candidate I would always be happy to do so.

Ewen Hendry,

A handwritten signature in black ink, appearing to read 'Ewen', with a long, sweeping horizontal stroke extending to the right.

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RSA/RCG Competency

B85A89

Last refreshed
13 February 2021 at 4:05pm

RSA/RCG
COMPETENCY

Current 
Expiry: 16 Apr 2024



NAME ON LICENCE
Zoe Bourne

LICENCE NUMBER
CCH1088529

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LICENCE CLASS
G, A

View more details

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Licence Details

START DATE
17 Apr 2019

END DATE
16 Apr 2024

IS ACTIVE
Yes

CLASS
A

START DATE
18 Apr 2019

END DATE
16 Apr 2024

IS ACTIVE
Yes

Class definitions

A - Responsible Service of Alcohol

G - Responsible Conduct of Gambling

P - Privacy

H - High Risk Venue Management

L - Licensee Training