

Jenna Milford  
jrmilford@icloud.com  
0403677642

## Experience

McDonald's Australia Ltd  
Crew Coach  
Role

Cannington, WA  
December 2020 - Present

- Taking orders and catering to specific customer's requests.
- Making a wide range of drinks and coffees.
- Packaging orders and assisting shift managers in directing crew members.
- Using customer service principles to deescalate and resolve customer complaints.
- Leading new crew members through the orientation period.
- Training new crew members on a number of stations as well as assisting in making existing crew members aware of latest procedure.
- Logging and resolving or eliminating hazards in the restaurant.
- Completing monthly safety checklists for the restaurant to ensure compliance with safety standards.
- Attending group meetings to address common hazards and ways to reduce their frequency.

## Achievements

Crew Member of the Year 2021  
Crew Member of the Month July 2021  
Promotion to Crew Coach Position April 2022  
Member of Safety Squad April 2022 - Present

## Education

University of Western Australia  
Bachelor of Science  
Majors in Computer Science and Linguistics

Nedlands, WA  
February 2023 - Present

Mercedes College

Student Year 7 to Year 12

ATAR of 95.70, SCSA Certificate of

Awards: Italian: Second Language ATAR Subject Award Years 11 and 12

Leadership: Swimming Captain Year 12, Cross Country Captain Year 12,

Peer Mentor Year 10

Perth, WA

2017-2022

## Certifications

Working with Children Check

SITHFAB021 Responsible Service of Alcohol

## Languages

English

Italian (B1 – Intermediate level)

## References

Ms Ashley Harrison

Restaurant Manager

McDonalds Carousel

0420308064

Mrs Annette Miller

Deputy Principal

Lathlain Primary School

0439923872