

## **LACHLAN CONNELL**

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I am a reliable, motivated and hard-working individual. I possess excellent communication skills as demonstrated through over 10 years of experience within customer service based roles. I am customer focused, highly organised, a fast learner and always looking for ways to improve efficiency.

- **KEY SKILLS AND COMPETENCIES**

- Excellent customer service skills.
- Establishing genuine relationships and understanding of customer's needs.
- Experienced Bartender.
- Managerial Experience with Excellent Leadership Qualities.
- Performs well under pressure and in busy environments.
- Works well in a team and independently.
- Fast Learner.

## **CAREER SUMMARY**

### **Waiter | Midnight Spaghetti - November 2021 - Current**

My role at midnight spaghetti was a step back from previous roles to allow me to focus on my study. I still provided exceptional customer service skills at all times and pride myself on my work ethic.

### ***Bistro Manager / The Strathmore Hotel – January 2021 - November 2021 (Still work currency as a casual bartender)***

My roles include ensuring all patrons are in a safe and relaxed environment by providing excellent customer service and adherence to responsible service of alcohol and gambling practices. I provide effective customer service and serve patrons food and beverages with a developed a strong knowledge on these products. In the absence of other managers, I am responsible for looking after the venue (up to 20 staff), balancing all tills, managing staff breaks and handling any issues on shift.

### ***Duty Manager / The Sussex Hotel - November 2018 – January 2021***

My roles at the Sussex Hotel were to develop and maintain effective working relationships with all staff and provide support, training and development opportunities. Additionally I was responsible for; maintaining accurate contents of cash draws and safes, securing the venue and effectively allocating staff breaks, effectively communicating with kitchen staff to ensure smooth service and appropriately dealing with customer complaints promptly and professionally and stock rotation/control. This role allowed me to develop strong relationships and rapport with stakeholders, brand representatives and regular clientele to build reputation and business growth.

### ***Duty Manager | Arkaba Hotel - August 2018 – November 2018***

My roles included full responsibility of the venue including multiple bars, function rooms, bistro, gaming room, bottle shop and accommodation as well as supervision of full front of house closing procedures. Additionally I was responsible for dealing with all customer complaints promptly and professionally as well as curating and organizing social media postings to gain media traction and increase hotel exposure

### ***Duty Manager | The Union Hotel September 2016 – September 2018***

During my time at the Union I quickly progressed from a Bartender to a Duty Manager as a result of my proven track record and leadership abilities. I was responsible for creating and contributing to the creation of the weekly cocktail specials, supervising meal pass in the kitchen and liaising with the head chef to ensure smooth service. As a duty manager, I was responsible for locking the venue, balancing all tills, managing staff breaks and handling any problems on the night including evicting intoxicated patrons from the venue.

### ***Personal Banker / ANZ Bank Australia - May 2014 – September 2016***

I began my time at ANZ as a service consultant and quickly progressed through the ranks as a personal banker due to my excellent performance and exceeding monthly referral and sales targets. My key responsibilities were cash handling of large amounts and maintaining accurate contents of cash drawers and safes as well as effectively referring customers to specialist bankers to suit their individual financial needs. I was known for establishing long-lasting and genuine relationships with customers by building rapport and providing a high standard of customer service. Additionally, I facilitated the individual needs of customers by opening new accounts, credit cards, personal loans, home loans, insurance and small business needs, all whilst adhering to strict responsible lending and financial advice guidelines and legislation.

### ***Bartender/The Kings Head Hotel – September 2012 – April 2015***

At the Kings Head Hotel I was responsible for serving customers exclusively South Australian beer, food and wine and developing a strong knowledge of these products all whilst adhering to the responsible service of alcohol and providing a high level of customer service to all customers.

## **EDUCATION**

### **Glenunga International High School – Graduated Year 12 2012**

- A Grades in Specialist Mathematics, Math Studies and Physics
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### **CERTIFICATES AND LICENSES**

- **Currently enrolled and due to complete the Adelaide University's coding bootcamp in May 2022 (Averaging an A grade for all assignments)**
- Certificate III in Hospitality – Completed 2010
- Responsible Service of Alcohol – Completed July 2014
- Responsible Person Badge – Acquired September 2017
- Attend Gaming Machine, Provide Responsible Gambling Services, Gaming Machines –March 2018

- Advanced Training – Gaming Machines – Completed September 2018 (updated October 2020)
- DCSI Clearance – Completed February 2017
- Level one AFL Coaching Course – Completed 2014

## REFERENCES

### **Tim Riemann - Hotel Manager**

*Strathmore Hotel*

M: 0421 344 200

E: tim@strath.com.au

### **Chad Pearce - Hotel Manager**

*Crown & Anchor Hotel/Midnight Spaghetti*

M: 0419 929 559

E: chad@crowndandanchorhotel.com.au

### **Chris Green - Personal Reference (was also my manager at Kings Head Hotel)**

*Advanced Technical Product Owner - Honeywell Sine*

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Thank you for taking the time to read my resume. Please do not hesitate to contact me if there are any further questions.

Kind regards,

Lachlan