

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 customers needs.
- Experienced Bartender.
- Experienced Gaming Attendant.
- Managerial Experience.
- FOH and gaming room opening and closing procedures.
- Performs well under pressure and in busy environments.
- Works well in a team and independently.
- Fast Learner.

CAREER SUMMARY

Bistro Manager / The Strathmore Hotel - January 2021 - current

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 strong knowledge on these products. In the absence of other managers, I am responsible for looking after the venue, balancing all tills, managing staff breaks and am the Responsible person on duty, taking care of the entire ground floor of the hotel including Bistro and Gaming Room.

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 and 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 on 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

CERTIFICATES AND LICENSES

- 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 – completed March 2018
- Advanced Training – Gaming Machines – Completed September 2018 (updated October 2020)
- DCSI Clearance – Completed February 2017
- Currently completing University of Adelaide Coding Bootcamp, will complete May 2022

REFERENCES

Paula Tolmachoff - Branch Manager

ANZ Bank - Firlie SA

M: 0466 348 298

E: paula.tolmachoff@anz.com

Grace Kelliher - Group Operations Manager

Preston Hotels Group - Adelaide SA

M: 0424 236 584

E: grace@prestonhotels.com.au

Katherine Fenwick - Previous Assistant Manager

Arkaba Hotel - Fullarton SA

M: 0433 825 086

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

