

## PERSONAL STATEMENT

My strength is my ability to have an effective and positive relationship with the team that I have responsibility for, whilst realizing the potential of the people around me and ensuring that they are recognized for their contribution to a very identifiable goal.

## CAREER SUMMARY

### Catering Staff

#### Wine & Dine 'em

April 2014-Current

- Part of set up and pack down crew for functions and events
- F&B attendant
- Bar attendant
- On the job training for fellow staff

### Gaming Attendant

#### Carindale Hotel

April 2014-Current

- Casual Gaming and Bar Attendant
- Clearance of 35 pokie machines

### Venue Shift Manager

#### Sunnybank Community & Sports Club

Voted QLD Club of the year 2013

Voted Best Southside Club of the year 2013

Voted Best Southside Club of the year 2014

November 2012-April 2014

- Responsible for direct day-to-day running of the club
- Ensure effective operation on the floor on a shift –to-shift basis
- Ensure proper operations in Club Keno & TAB operations, gaming including but not limited to payouts, hopper fills and faults
- Ensuring the Venue is liquor Licensing compliant
- Bar & restaurant operations
- Emergency Evacuation Coordination Procedures
- Cellar duties
- Reception duties
- Ensuring compliance to operational procedures and licensing rules
- **Operational & Functional knowledge of Ticket In Ticket Out (TITO) systems**
- **Part of initial team to use the new IGT technology introduced into QLD**
- Nightly clearances of 280 pokie machines including cash & TITO
- Rostering & Budgets
- Providing assistance to the Catering Manager ensuring a **High level of service** to the customers in a 220 capacity Restaurant
- Providing assistance to Café manager and 110 capacity area

## **Duty Manager**

### **Eatons Hill Hotel and Function Centre**

**Voted QLD Hotel of the year 2012**

**Voted Australian Hotel of the year 2012**

**Voted Australian Hotel of the year 2013**

April 2012—September 2012

- Part of a team responsible for the smooth running of a **High Volume** Venue with an average on a Friday and Saturday of 1500 people through the Venue
- Providing assistance to the Restaurant Manager ensuring a **High level of service** to the customers in a 480 capacity Restaurant
- Assisting the General Manager and Venue Manager in the Day to Day running of the Venue
- **High level of understanding and knowledge** of Event setup and Rundowns
- Nightly Clearances of 40 pokie machines
- Sweeping and Armaguard Procedures
- Optimize exposure of venue through industry partners/associations/sponsors/corporates
- Assisting the Business and Sales Team in sourcing and running of events in the Tavern levels as well as the **Grand Ballroom and Mezzanine** levels
- Working closely with both the Restaurant and Function kitchens to provide a high level of service to the guests and clients for Restaurant and Functions/Events alike
- Training staff on new procedures as well as maintaining existing
- Development and implementation of training exercises for both existing and new staff
- Staff Recruitment
- End of day banking procedures
- Working alongside the **Marketing Team** to build databases and ways to increase patronage through upcoming events
- Ensuring the Venue is liquor Licensing compliant

## **Assistant Bar Manager**

### **Virginia Golf Club**

February 2010 – December 2011

- Responsible for day to day operations of two bars as well as on course sales through the motorized drink carts
- Providing continuity of excellent customer service to both members and the public
- Developing presentations for corporate days
- Manage and implementation of staff rosters
- Monitor and evaluate business trends, industry intelligence, opportunities and threats
- Productivity to remain in line with set budgets
- Weekly Stock takes /Accounting
- Weekly Ordering and Stock Rotation
- Cash Handling/ Opening and closing procedures
- Optimize exposure of venue through industry partners/associations/sponsors/corporates.
- Training staff on new procedures as well as maintaining existing
- Staff Recruitment
- A range of aspects regarding gaming machines, including clearances, hopper refills and payouts

## **Bar Supervisor**

### **Brampton Island**

September 2009 - December 2009

- Staff training
- Full Cellar operations
- Management of Staff rosters
- Held F&B Manager role and duties whilst company advertised to fill position
- Worked closely with Functions/ Wedding Coordinator for events

## **Assistant Venue Manager**

### **Pig N Whistle Maroochydore**

September 2008 – August 2009

- Ensuring the Venue was Liquor Licensing compliant
- **Acting Venue Manager for 2 months**
- Initiating promotions and events to create awareness
- Day to day running of the Venue
- Responsible for WH&S and OH&S
- Daily banking whilst on shift
- Staff Rosters & Training
- Loss Prevention
- **Dual role of the Functions Manager for 6 months**
- Stock ordering and maintain par Levels
- Cellar operations
- TAB Manager dealing with ledging, training, day to day running

## **Duty Manager**

### **Pig N Whistle Indooroopilly**

August 2004 – May 2008

- Opening and closing Venue
- Training staff
- Taking functions, enquiries/securing bookings and actioning events
- **Dual role TAB Manager inclusive of operations, ledger balancing, training of staff and general maintenance**
- Responsible for general bar & restaurant
- Daily Banking
- Stock Inventory
- Liaising with security to ensure a safe Venue

## **Volunteer**

### **Ronald McDonald House -- Fundraising**

January 2012 -- Present

- Administration duties including data entry
- Cold Calling
- Filing

## **KEY STRENGTHS & KNOWLEDGE**

- Strong interpersonal and communication skills
- Explore alternatives/adapt to change efficiently
- **Training/ Team building**
- Ability to quickly acquire knowledge and implement
- 8 years TAB experience
- 2 years KENO experience
- Excellent skills in Excel, Word, PowerPoint, Publisher
- WH&S and OH&S knowledge
- Infotel POS system knowledge
- World Smart Future Knowledge
- Time Target Knowledge
- Micros System knowledge
- Wildcat
- Titan Connect
- POS Connect
- High understanding of gaming machine knowledge
- In-depth Cocktail knowledge
- In house Barista training and knowledge
- Beer tap maintenance/ beer line cleaning and cellar maintenance
- **Accountancy/Banking knowledge**
- Being aware of diverse cultures in and around the workplace

## **PROFESSIONAL DEVELOPMENT**

Throughout my career I have completed numerous courses, in particular;

- Senior First Aid – Current
- Approved Manager's Licence – Current
- RMLV Certificate -- Current
- Gaming Licence – Current
- Senior Security – Not Current
- RSA & RSG – Current
- Blue Card – Volunteer
- Diploma in Hospitality Management
- Cert IV in Training and Assessment (TAE)
- Chief Fire Warden Training
- Certificate in Anti Money Laundering (AML)

## **REFEREES**

Referees will be provided on request