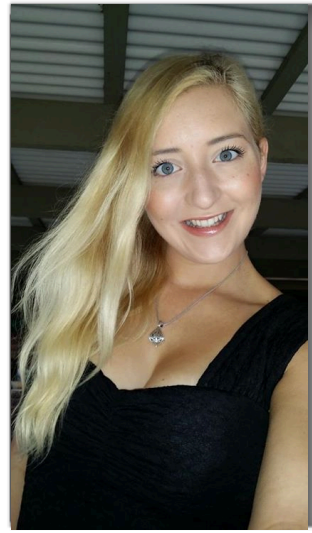


KAYLA REGINATO



Contact: M- 0400 625 896
E- kregil93@gmail.com

Date of birth: 10/05/1993

Education: Park Ridge State Primary & High School - Prep to year 12.

OP (overall position): 10

Tertiary Education & Qualifications:

- UQ St.Lucia: Dramatic Text Analysis- Completed 2010 (whilst studying year 12)
- SAE: Bachelor of Film Production- Completed 1st Trimester 2011
- TAFE: Diploma in Events Management- Completed 2012
- TAFE: Certificate III in Hospitality- Completed 2012
- Responsible Service of Alcohol RSA- Completed 2011 NSW & 2012 QLD
- Responsible Service of Gambling RSG- Completed 2012

Availability:

I am currently seeking part time but preferably full time work in this industry.

Skills:

Whilst only 20 years old, during my working career I have obtained a vast variety of useful skills within a hands on environment such as:

- 6 years experience in Customer Service
- 3 years experience in Reception/Administration
- 3 years experience in Event/Function planning
- 2 years experience in Hospitality; Bar/Bistro/TAB
- 1 year experience in Marketing/Promoting
- 1 year experience in Advertising/Design

I am one of those people who love to work, it keeps me busy, motivated and I genuinely enjoy it! As you will notice below I have always held a steady job and most often 2 at once!

My Top 5 Qualities:

1. **Hardworking-** I always apply 100% and don't stop till the job is completed.
2. **Polite & Professional-** I have exceptional manners, always treat customers/colleagues with respect and handle all situations in a professional manner.
3. **Honest & Reliable-** I was raised to be a honest person. I can be relied on to cover shifts last minute, never call in sick and always on time for work.
4. **Intelligent-** Despite being a young blonde stereotype, I am very smart with exceptional mathematic skills, can think quickly under pressure.
5. **Enthusiastic-** I am known for my bubbly personality, i'm always upbeat, full of energy, always excited to be at work and smiling!

Previous Employment:

BROWNS English Language School- FULL TIME

Activities Co-ordinator/SSO Reception;

- Booking travel and student activities, dealing with Backpacker World Travel, Student Uni Travel, Nomads, MOJO Surf, Australia Skydive, Banana Life and many more travel companies.
- Organizing nightclub parties, drink discounts/packages, club entry, games and creating promotional posters for each event and manage advertising including online and on campus.
- Creating a monthly activity calendar for 300 students, with a minimal budget, including one activity each day, instructed, organized and supervised by myself.
- Budgeting, handling a monthly budget and allocating it each activity, documentation of receipts and expenses.
- Client liaison, dealing with fellow promoters and organizing sponsorship or giveaways for events.
- Managing the social media and photography for the campus.

SSO Student Services Officer;

- Dealing with foreign students (levels beginner to advanced)
- General administration duties- answering the phones, booking appointments, creating ID cards/student profiles, sending and receiving emails, scanning, photocopying, stocktaking, general inquiries, data entry and following government privacy laws and filing information to government standard.
- March 2013 to March 2014

Publane Tavern (ALH Venue)– PART TIME

March 2012 to 2013 (20-42hrs p/w) // March 2013 to March 2014 (8-18hrs p/w)

Bar tending, TAB, Functions and Bistro;

- High level of TAB experience (main area I worked in)
- Customer service, making cocktails & a vast variety of beverages.

- Food service, controlling the pass, desert preparation.
- 3 Plate carrying.
- Designing table arrangements, ensuring all table settings are identical, cleaning the bar and bistro area, creating nightly run sheets and adapting them to last minute changes.
- Dealing with intoxicated patrons and resolving customer complaints.
- Making barista standard coffee's.
- Recommending wines and beverages to customers.
- Ordering of stock, changing till functions, counting of till and floats, daily documentation of wastage and incidents, fortnightly stocktaking.
- Organising functions, weddings, birthday and Christmas parties, taking bookings, organising monthly promotions.
- Supervise other workers to ensure a high level of service and cleanliness abiding by health and safety standards is achieved at the conclusion of each shift.
- March 2012 to March 2014
- Kenneth Stone (duty manager) 0414 591 122

Gecko's Family Fun Centre – FULL TIME

Reception/Admin and Event organiser:

- Planning, organising and setting up large birthday parties, functions, christmas parties, corporate meetings, school fundraisers and baby shows. This role included, client liaison, budget management, constructing quotes, organising staffing, booking catering and location set up.
- Answering phones, replying to customer email enquiries, handling and dealing with customer complaints, booking manager meetings, ordering stock, filing documents and customer service. Ensuring food and beverages are delivered on time, professionally and a high level of customer service is provided by all junior staff members.
- Oct 2010 to October 2012
- John Swords (owner and manager) 07) 3800 3389

Snap Fresh – NIGHT SHIFT during peak Christmas period

- Food handling, preparation, cooking, organising, labelling, packing, storing and assembling of meals. Commercial cleaning to an extremely high standard to prevent food cross contamination.
- November 2011 to January 2012

SUPA IGA Regents Park – PART TIME (whilst studying high school)

- Registers, answering phones, money handling, money counting, stocking, ordering, cleaning, handling complaints and customer service.
- September 2007 to September 2010
- Jennifer Houston (supervisor) 0404 871 778

Achievements:

- I have over 15 years of dancing and acting experience, resulting in hundreds of live stage performances in musicals/dancing productions for eg. at Brisbane Entertainment Centre with audiences of over 5,000 people.
Being in the entertainment industry from 16 months old has given me my positive, outgoing personality and great people skills!
- I was also a Senior Leader & Cultural Captain in year 11 to year 12, which taught me great leadership and teamwork skills.

My Qualities:

- I'm always super bubbly and cheery. By my friends, colleagues and customers I am definitely known as a people person who always has a smile on my face and delivers exceptional customer service.
- I am polite and courteous to all customers, general public and staff members.
- I work well as a leader but also as a part of the team.
- I have initiative, am great at problem solving, meeting strict deadlines, working in a fast, busy and crowded environment and can multitask easily.
- I'm always full of energy and am self motivated to work fast and efficiently. I aim to achieve my best and always apply myself 100%.
- I present myself in a professional manner at all times, i take pride in my job, my appearance and my work. I always use appropriate language and body gestures
- I am a perfectionist so all tasks allocated to me will be completed at an extremely high standard.
- I encourage constructive criticism as I believe it is a great way to better yourself.
- I can receive and follow orders fast and efficiently whilst also managing tasks, directing and allocating them within a team.

Responsible Service of Alcohol Training Course Certificate

This certificate is issued to

Kayla Chantel Reginato

(Full name)

10/5/1993

(Date of birth)

and identifies the person as having successfully completed the approved training course (Responsible Service of Alcohol) under the provisions of the *Liquor Act 1992*.

Date given to participant:

28/02/2012

This certificate remains in force for three years after it is given to the person named above.

Office of Liquor and Gaming
Regulation (OLGR) approved trainer:

Training Solutions 4 U

(As per the OLGR approved trainer's list)

RTO number:

32180

Name:

Kevin Patrick McAney

(Person authorised by the OLGR approved trainer)

Signature:



(Person authorised by the OLGR approved trainer)

Certificate number:

OLRSA62602