

Keely Burke

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My name is Keely Burke, I'm 18 years old with over 24 months of bar and nightlife experience. I have completed ongoing cocktail and drink training and I have what it takes to deliver outstanding customer service. I'm perusing a creative career in event and festival management at Queensland University of Technology and welcome the opportunity for new responsibilities. I'm a very cheerful, friendly, trustworthy and hardworking employee.

Qualifications

**Responsible Service of Alcohol - SITHFAB009A
(in partial completion of certificate II in Tourism)**

Education

July 2013 – present: QUT Student, studying a “Bachelor of Creative Industries, majoring in Entertainment Industries”

Graduated from Saint Monica's College 2012. (Successfully hold a Queensland certificate of education)

Work

January 2012 – Bar Attendant at The Pier Bar, Cairns.

I gained experience at the Pier Bar and Grill, Cairns where I bar tendered and was taught the ropes of making alcoholic beverages and serving customers in a fast moving environment.

January 2013- January 2014: Bar attendant and gaming attendant at The Union Jack Bar and backpackers, Cairns

Responsibilities:

- In depth training of bar attendant duties
- Cocktail and drink training
- Handling large amounts of cash, including gaming room supervision and payouts.
- Can serve a minimum of 3 customers at a time and still display exceptional customer service, which helped me to understand the system of a fast moving work environment
- Responsibly serving alcohol to persons over the age of 18!
- Responsibility of bar weather by myself or with a team.
- Stocktake completion
- Knowledge of a wide range of liquors, lagers, beers, ales, spirits and other beverage including ciders etc.
- Basic training in cashier duties of the adjoining bistro.

- In depth training of how to deal with unruly intoxicated customers and I can successfully defuse a situation and calm patrons who are so and know how to deal with such persons who need to be cut from the bar.

July 2011 – present: retail assistant (P/T)

City Beach, Cairns central

Responsibilities:

- In-depth training in customer service and fitting room control
- Successfully completed 'Retail Security and Loss Prevention' Training
- Stock control
- Excelled register training
- Styling of mannequins and in-store presentation
- Provide advice and styling tips based on product knowledge
- Contributed to consistently good monthly sale figures and always-met set targets for promotional sales.
- Assisted with basic training of new staff.
- Cash handling and contacting numerous other stores and management teams.

March 2010 – July 2011: Customer Service (P/T)

Woolworths

Responsibilities:

- Customer service, help customers with enquires
- Register operation
- Stock control
- Supervise new staff members
- Organize merchandise and stock inventories
- Professionally resolve customer disputes in way that leaves the customer happy
- Responsibly handling cash
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March 2008 – November 2009 (volunteer)

YAPS

Responsibilities:

- Customer service
- Routine duties

Skills and Competencies

- Through past work experience I have become increasingly interested in gaining more promotional, event, festival and bar work involvements.

- I have become comfortable working independently and when needed in group situations
- I can happily engage with customers in a helpful, respectful and professional manner.
- I am an honest and trustworthy worker who is able to adapt well to new environments using initiative.
- I'm always punctual and willing to take on new responsibilities
- I attain a Responsible Service of Alcohol and can recognise standard drink proportions and all other qualifications surrounding a RSA certificate.
- I am an approachable, friendly worker and am able to give advice to a customer if they require my opinion.
- I understand that technology use can play a major part in a job and can successfully use registers, computers, electronic safes, electronic money counters and other technology that may be involved in my work environment

References and Referee

Can supply a reference or referee upon request.