

Emeline Louise Watt  
3/9 Curwen Terrace  
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To whom it may concern,

Thank you for taking the time to consider my application. I wish to obtain a role within Hospitality that will enable me to further develop my professional skills. I believe that this position at this workplace will achieve this.

Whilst working full time within my previous workplace (Receptionist), I communicated with numerous company clients on a daily basis as well as personally liaising with the firm's more significant clients. As I was the face of the firm, I was proficient in answering switchboard phones, greeting clientele and maintaining an exceptional professional presentation. Not only did I work full time as a receptionist/admin assistant I also worked as a bar attendant/ wait staff at a busy nightclub on weekends.

In addition to knowledge and skills as outlined in my resume, I have completed a Certificate II in Business Studies (Information Technology) and **Certificate III in hospitality** which covers customer service skills, work relations/people skills, food and beverage service, barista skills, bar service, hygiene, health and safety, responsible service of alcohol (RSA) & responsible service of gaming (RSG). I have also completed my Certificate in First Aid and I am able to perform basic CPR.

I am confident that I could gain much from a position within your company and would like to think that I also have the skills to make a valuable contribution to your team. I can be contacted on 0407003463 and I would be happy to discuss my interest in this position at an interview, and would be pleased to supply any other particulars you might require. Thank you for considering my application.

Kind regards,

Emeline Watt

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# Resume – Emeline Watt

## Contact Details

**Address:** 3/9 Curwen Terrace, Chermside

**Mobile:** 0407 003 463

**Email:** emeline\_3000@hotmail.com

## Career Objectives

My objective is to work in a challenging and stimulating environment where I am able to work to the best of my abilities in order to achieve personal and career growth.

## Qualifications

### Secondary education (2011-2012)

School: Rockhampton Grammar School

Qualification: Queensland Certificate of Education

English HA

Mathematics HA

Agricultural Science HA

Physical Education HA

IT Systems HA

Health Education HA

*HA – High Achievement*

### Other Qualifications

First Aid Certificate

Certificate II in Information Technology Studies

Certificate III in Hospitality

Certificate II in Workplace Practice

Certificate I in Business

## Employment History

### Brown Consulting, Rockhampton- Administration Assistant/ Receptionist (2013-14)

- Bookings/appointments using various computer programs - Windows, XP, PowerPoint, Microsoft Word, Excel, Outlook, Internet research
- Answering telephone calls and managing the busy switchboard
- Various clerical duties such as filing, scanning, photocopying and collating
- Greeting of on-site visitors, determining nature of business and announcing visitors to appropriate personnel
- Banking
- General office cleaning duties
- Incoming & Outgoing mail
- Preparing boardroom for client meetings/ staff meetings

### Flamingo's on Quay, Rockhampton- Waitress/bartender (2013-14)

- Customer service
- Bar service
- Food service

### Kmart, Rockhampton- Retail assistant (2011-13)

- Customer service including assistance and complaint-handling
- Sales
- Pricing and restocking of shelves

## **Achievements and co-curricular activities**

- Sporting House captain
- Formal committee member
- Coach for junior netball team
- Vice-captain girls senior soccer team

## **Volunteer Work**

- Mekong Delta, Vietnam 2011– helped build a family home (Grammar Global)
- Fund raising Jeans for Genes Charity
- Fund raising for my Oz-tag State Cup Team
- Dysart Junior Netball coach assistant
- Dysart Junior Soccer Club canteen assistant

## **Personal Skills**

- Excellent written and verbal communication skills
- The ability and time management skills to meet deadlines
- Strong work ethic and commitment to constantly improve professional skills
- Ability to prioritise multiple tasks throughout the day
- Demonstrate professionalism, integrity and a friendly disposition
- Exceptional attention to detail
- Intermediate knowledge of Microsoft Office applications
- Team player with excellent communication skills
- Reliable, flexible and hard working

## **Hobbies and Interests**

- Netball
- Soccer
- Gym
- Touch football
- Animals
- Reading

## **References**

1. Sherree Rowe- Administration Manager  
Brown Consulting, Rockhampton  
Address: 238 Quay Street, Rockhampton  
Phone: (07) 4931 0444
2. Allana Gregson- Practice Manager  
Northside Medical Centre  
Address: North Rockhampton  
Phone: (07) 4927 7611
3. Richard Pickering- Nightclub Manager  
Flamingos on Quay  
Address: 236 Quay Street, Rockhampton  
Phone: (07) 4927 9988