



SEAN MOURDHUJ

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PROFESSIONAL SUMMARY

Offering excellent interpersonal skills and natural ability to connect with customers, ready to learn and grow in dynamic environment. Delivers solid understanding of customer service principles and effective communication techniques. Ready to use and develop multitasking abilities and teamwork skills.

ACCOMPLISHMENTS

- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Resolved product issue through consumer testing.
- Documented and resolved customer complaints which led to an satisfactory experience.

WORK HISTORY

The Coffee Emporium - Front of House Server

Merrylands, NSW

11/2023 - 12/2023

- Helped customers with dietary restrictions, allergies and intolerances obtain safe, delicious food by working closely with kitchen staff on alternatives.
- Displayed enthusiasm and promoted excellent service to customers, successfully increasing referrals, and walk-in business.
- Maintained thorough menu knowledge to sufficiently answer questions regarding menu item sourcing, ingredients and cooking methods.
- Exhibited strong multitasking abilities by simultaneously managing phone orders, dine-in customers, and take-out pickups.
- Effectively communicated dietary restrictions or special requests from customers to kitchen staff.
- Developed rapport with regular customers by remembering preferences and providing personalized touches in service.

RASHAYS - Front of House Server

Wetherill Park, NSW

09/2023 - 10/2023

- Contributed to team efficiency by promptly clearing tables and resetting them for incoming guests.
- Addressed customer concerns swiftly and professionally, resolving issues and ensuring repeat patronage.

EDUCATION

Chester Hill High School

Chester Hill

09/2024

High School Diploma

- Completed Vocational Education and Training (VET) in: **Hospitality**
- Studied: **Biology, Geography, Math, Hospitality**
- Coursework: **Wood Work, Software Design**
- Completed 1 credits toward **Certificate II in Hospitality**
- Recipient of **Exceptional Work in Software Design Award**

SKILLS

- Memory retention
- Flexibility
- Social perceptiveness
- Professional appearance
- Punctuality
- Clear speech
- Adaptable and flexible
- Reliable and responsible
- Warm and friendly

CERTIFICATIONS

Certificate II in Hospitality |

Senior Secondary Certificate of Education

- Processed orders and sent to kitchen employees for preparation.
 - Collected payment for food and drinks served, balanced cash receipts and maintained accurate cash drawer.
 - Maintained a clean and inviting dining area, contributing to a pleasant atmosphere for guests.
 - Displayed excellent interpersonal skills when interacting with diverse clientele on a daily basis.
 - Collaborated with kitchen staff to ensure accurate order preparation, contributing to positive guest feedback.
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INTERESTS

- Boxing
- Software Design
- Fitness
- Coding and Programming
- Animals
- Team Sports