

ANNA TREWHELLA

CONTACT DETAILS:

Address: 48 Springs Road, Spring Farm NSW
2570

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CORE SKILLS:

- High level oral communication and interpersonal skills
- Ability to develop and establish positive relationships with individuals at all levels
- Ability to develop and establish positive relationships with key internal and external stakeholders
- Dealing with complex clients and finding appropriate solutions
- Ability to meet deadlines and manage competing priorities
- High level problem solving skills
- Ability to work independently and deliver results in tight time frame
- Ability to work as an integral part of a team
- Ability to develop innovative solutions to a range of client needs
- Extensive experience in customer service delivery
- knowledge and ability to adhere to companies policy and procedure standards
- High level organisational skills
- High level problem solving skills
- Ability to maintain a high standard of food preparation

(1)

CAREER OBJECTIVE:

To find a rewarding and challenging role where I can use my exceptional organisational and communication skills whilst working in a team environment and achieving team targets.

EMPLOYMENT HISTORY:

HARRINGTON GROVE COUNTRY CLUB

Functions Co-ordinator

Date: 2017- Present

Responsibilities:

- Develop, plan and execute events and promotions
- Work closely with the Marketing, Sales and Operations team to achieve joint positive outcomes
- Coordinate staff and ensure they understand the expectations for event delivery and customer experience
- Be knowledgeable in legislation and safety guidelines around hosting events
- Proactively communicate to all business units event and promotional activity in a timely and accurate manner
- Review, analyse and report on outcomes
- Ensure all costs are maintained within budget
- Maintain and develop strategic partnerships with suppliers and sponsors
- Excellent communication skills and ability to build and maintain strong relationships with a variety of internal and external stakeholders, such as staff, clients, visitors, guest speakers and suppliers
- High ability to coordinate with vendors, exhibitors and stakeholders during event planning
- Ability to manage event setup, packdown and follow-ups

MACARTHUR TAVERN

Bistro Bar/gaming attendant

Date: 2011/2013 - 2015/2017

RESPONSIBILITIES:

- Exceptional customer service skills, including the ability to resolve customer complaints fairly and efficiently
- Handling and distribution of currency (cashier) including the use of eftpos machines
- Taking beverage orders and serving them to guests on a timely manner.
- Ability to mix and garnish beverages according to recipe and portion control standards.
- Experience in ensuring serving station is well-stocked at all times.
- Experience in closing duties, including storing all reusable goods, breaking down goods, cleaning all equipment and areas
- Awareness of the responsible service of alcohol to customers and how to adhere to this
- Maintain a high calibre of food preparation, ensuring adherence to food handling procedures.

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SKILLS CONTINUED:

- Ability to build and adhere to an event budget to avoid project overruns
- Experience coordinating large-scale events
- Ability to coordinate and communicate event activities and actions with suppliers and 3rd party partners
- High ability to manage the financial aspects of the customer's event, including calculating final charges; providing accurate invoices; following up outstanding balances; and ensuring that bonds/payments are received and finalised in the system
- Ability to adapt quickly to changed priorities and organisational settings
- Ability to Build relationships with customers and identify improvements to services
- Ability to make the most of opportunities to learn and apply new skills
- Ability to stay calm and focused in difficult situations
- Ability to take into account organisational objectives when setting and reviewing team priorities and projects

REFEREES:

Ben Smith Area Gaming Supervisor
DHI Hotels
0409 411 482

Troy Higgins Current Licensee of
The Moorebank Hotel DHI Hotels
0413 626 665

Ash Ross Harrington Grove
Operations Manager Dockside
Group
0452 559 530
(2)

EMPLOYMENT HISTORY CONTINUED:

CAMPBELLTOWN CATHOLIC CLUB

Bistro bar/gaming attendant

Date: 2013-2015

Responsibilities:

- Ability to check customers' identification and confirm it meets legal drinking age
- Ability to assess bar customers' needs and preferences and make recommendations
- Experience in ensuring serving station is well-stocked at all times.
- Experience in closing duties, including storing all reusable goods, breaking down goods, cleaning all equipment and areas
- Ability to Stock and maintain the bar with all the required supplies and inventory (eg: beer, wine, spirits, paper products, straws, stirrers, condiments, glassware, ice cubes etc.)
- Awareness of the responsible service of alcohol to customers and how to adhere to this

EDUCATIONAL BACKGROUND:

RESPONSIBLE SERVICE OF ALCOHOL

Date 2018

- Serving, selling and supply of alcohol
- problems associated with excessive consumption
- Alcohol and the law
- Responsibility, alcohol facts
- improving premises for RSA purposes
- Handling difficult customers

Certificate in floresty

Date 2011

This qualification is recognised by industry as the career path to become a qualified florist. It covers

- Assembling, preparation and display of stock and products
- How to create advanced, custom-made, large-scale floristry designs
- Business operations such as register balancing, sales and purchases
- Customer service skills including applying product knowledge to meet customer needs