

NATALIA DAVILA

HOSPITALITY PROFESSIONAL & NURSING STUDENT

CONTACT

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PROFILE

Dedicated professional with over 2 years of experience in hospitality and current nursing student, seeking opportunities in either field. Skilled in customer service, team collaboration, and problem-solving, with a strong focus on delivering compassionate care. Able to thrive in fast-paced environments and bring strong interpersonal, organizational, and multitasking abilities to both healthcare and hospitality settings

LANGUAGES

SPANISH – Native

ENGLISH- ADVANCED (C1 – IELTS
ACADEMIC 7.5)

SKILLS

- Excellent customer service & guest relations
- Team collaboration and leadership
- Effective communication
- Time management & multitasking in fast-paced environments
- Problem-solving & conflict resolution
- Empathy, patience, and compassion in care
- Detail-oriented with a focus on accuracy and quality

EDUCATION

ULTIMO TAFE

PRESENT

DIPLOMA OF NURSING

CALASANZ SCHOOL

2021

HIGHSCHOOL DIPLOMA

EXPERIENCE

BEACH BURRITO DEE WHY

JAN 2024- PRESENT

- Taking customer orders at the counter, ensuring accuracy and timely service.
- Drink preparation (e.g. Cocktails, soft drinks, margaritas) and ensured proper presentation.
- Handling customer transactions efficiently using POS system and processing payments.
- Maintaining a clean and organized work area
- Supervising and training junior staff, providing guidance and support during shifts.

AVAILABILITY

MONDAY – TUESDAY- FRIDAY

After 5:00pm

WEDNESDAY- THURSDAY

All day

SATURDAY- SUNDAY

All day

CERTIFICATIONS

RESPONSIBLE SERVICE OF ALCOHOL
(RSA)

NATIONAL DISABILITY INSURANCE
SCHEME WORKER CHECK (NDIS)

WORKING WITH CHILDREN CHECK

POLICE CHECK

REFERENCE

Matteo Herbelot – Girdlers (Manager)
0487 979 110

Paola Guarin – Merry Pops (Supervisor)
0478 000 134

GIRDLERS DEE WHY

FEB 2024 – DEC 2024

- Prepared smoothies, juices, and specialty drinks to order, ensuring high quality and consistency.
- Provided table service, took orders, and processed payments using POS system.
- Managed multiple tasks in a fast-paced environment while maintaining excellent customer service.
- Performed cleaning duties to maintain a tidy and organized cafe space.
- Collaborated with team members to meet service goals and enhance customer satisfaction.

MERRY POPS

MAY 2023 – DEC 2023

- Managed popsicle stand in a high-traffic, fast-paced environment, ensuring prompt service and customer satisfaction.
- Curated an attractive and well-organized popsicle display to enhance visual appeal and attract customers.
- Handled customer transactions accurately, using cash and electronic payment methods.
- Provided detailed product information, including ingredients and allergen information, to customers.
- Worked independently, ensuring smooth operation of the stand, including restocking supplies and maintaining cleanliness.

THE BRUNCHERY (WESLEY CHAPEL, USA)

FEB 2022 – MAY 2022

- Managed guest bookings, waitlists, and table arrangements to ensure efficient seating during peak hours.
- Greeted and escorted guests to their tables, providing a welcoming and positive experience.
- Took customer orders, and ensured accuracy in delivery.
- Handled customer transactions and processed payments using POS system.
- Assisted with maintaining a clean and organized front-of-house environment.