



# TIFFANY PIEPERS

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## Summary

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I'm a Dedicated and enthusiastic hospitality professional transitioning into the healthcare field as a student enrolled nurse. Leveraging extensive experience in customer service and patient interaction to provide compassionate care and support to patients. Strong communication skills and a commitment to delivering exceptional service, combined with a solid foundation in nursing principles from ongoing education. Eager to apply practical skills and knowledge in a healthcare setting, while continuously learning and growing within the profession.

## Skills

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- Sharp memory
- Barista experience
- Accommodating diverse clientele
- Anticipating guest needs
- Safe serving knowledge
- Health codes compliance
- Outstanding customer service
- Employee training

## Experience

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Arc est | Terrigal, NSW

**Head Bartender**

05/2021 - Current

- Handled complaints and disputes from customers to promote customer satisfaction.
- Managed bar area, cocktail design and menu and handled inventory, regulation compliance and customer relationships.
- Upsold customers from shelf to premium brands to help boost sales.
- Recommended food and drinks to patrons based on preference, pairings and special promotions.

Margarita daze | Umina, NSW

**Waitress/Bartender**

09/2020 - 05/2021

- Maintained accuracy while handling payments, giving change and printing receipts to customers.
- Stocked server areas with supplies before, during and after shifts.
- Greeted customers, answered questions and recommended specials to increase profits.
- Addressed concerns or complaints quickly to improve service and escalated more advanced issues to management for resolution.
- Handled food safely and kept spaces clean to protect customers from foodborne illness and maintain proper sanitation.
- Welcomed guests with personable attitude and brought beverage orders while reviewing menu options.

Crazy bargain warehouse | Woy Woy

**Retail**

12/2018 - 09/2020

- Engaged positively with each customer, providing professional and polite support for sales and service needs.
- Welcomed customers, offered to help locate items and suggested merchandise without being intrusive or pushy.
- Restocked shelves, racks and bins with latest merchandise and changed signage to promote special items.
- Counted cash, made change and stored coupons to keep organized and balanced cash register drawer.

- Processed merchandise returns and exchanges for customers to refund payments, trade items and offer store credit.

## Education and Training

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Wyang Tafe | Wyong  
**Diploma** in Nursing  
*Expected in 04/2025*

At Joseph's Catholic College | East Gosford  
**High School Diploma**  
*09/2020*