### **Résumé 1: Kenneth Baldwin**

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| KENNETH L. BALDWIN  2252 N. Main Street, Melbourne, VIC 3000,  kenneithbaldwin@abc.com  PROFILE  A dynamic, results-oriented Cafe Manager offering focused leadership to drive sales and profitability in highly competitive markets.  Consistently achieves performance goals through enthusiasm, tenacity and initiative, which complement knowledge/expertise in :   * Team building/staff training, * Purchasing/inventory management, * Quality assurance/control, * Rostering, * Facilities/safety management, * Customer service/guest relations, * Cost containment/control, * Policies and procedures development, * Continuous performance improvement, * Noted for outstanding communications skills, both with customers and staff; resolve problems quickly and equitably to ensure happy customers and happy employees, * Staff performance management including annual performance appraisals, * Intermediate Japanese conversation skills, * Volunteer with Mission Australia – Refugee work migration program,   Computer skills:   * MS Word, Excel and PowerPoint, and * POS systems including the Maitre’D POS system. |
| EXPERIENCE  THE FARM, INC., Broadmeadows, July, 2009 – Present [Family dining/Complete meal concept/$16 average order; seating for 450; 60 staff] **Manager** Employ an efficient, high-energy and professional approach to store operations management in order to:   * + Balance service with costs to ensure profitability,   + Promote guest satisfaction to steady repeat business,   + Coach/schedule servers to maximum levels of performance,   + Monitor for consistent sanitation, food quality and presentation,   + Purchase/control inventory with attention to budget guidelines,   + Contribute to store's recognition as most profitable in 41-store chain, maintaining gross profit at 48%.   Involved in special projects:   * + Initiated three-month in-house customer service contest for buyers, servers and hosts to effect continuous improvements in service scores,   + Introduced a wine seminar for servers, strengthening knowledge of offerings, which dramatically increased wine sales.   CHILI'S GRILLE, Forest Grove, QLD, August 2004 – July 2007.  [Casual dining bistro; seating for 60; 22 staff  **Assistant Manager** Directed general restaurant operations, monitoring food quality and staffing requirements to ensure a positive dining experience for every guest.  EDUCATION  Victoria University **Bachelor Hospitality and Business Management;** minor: **Business Administration** Course work included:   * + Food Science and Nutrition,   + Cooking and Dining Room Service,   + Café operations and management,   + Small business management,   + Staff management. |

### **Résumé 2: Jenny Dubb**

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| **Jenny Dubb**  435 Gite St, Nuwamba, Northern Territory  0403 549 5454  **PERSONAL SUMMARY**  I’m an enthusiastic manager with ambition, determination and a proven track record in running restaurants efficiently and profitably. I have extensive knowledge of the provision of fine dining, working practices, recruitment, training of hospitality staff to meet customer service standards, pay, conditions of employment and diversity issues.  With a move to Melbourne imminent I am now looking for a new and challenging managerial position, one which will make best use of my existing skills and experience.  **WORK EXPERIENCE**  ***Hotel Hilton***  **RESTAURANT MANAGER April 2014 – Present**  Managing a high volume fine dining restaurant and improving all controllable costs thereby maximising financial performance. Also responsible for effectively managing and leading the restaurant team to provide excellent service.  ***Duties****:* Ensuring the highest standards of food and beverage service. Ensuring Health and Safety including workplace hygiene procedures and standards are maintained. Responsible for recruiting, training and developing restaurant staff. Dealing with and resolving customer complaints. Liaising with the Head Chef to discuss and develop new seasonal menus. Overseeing client bookings and reservations. Organising the daily and weekly rosters for staff. Purchasing stock, supplies and negotiating best prices with trade suppliers.  **KEY SKILLS AND COMPETENCIES**  Strong motivational and influential people skills. Extensive and relevant knowledge of good food and wine. An eye for detail. Experience of managing people and driving business performance. Experience |

### **Résumé 3: Prue Liu**

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| Prue Liu  75 Tisah Ave, Cambridge Gardens, VIC 3049  0454 454 444  **OBJECTIVE** Looking for a position of Coffee Shop Manager utilising my natural ability to lead personnel and skills in managing in retail.  **PROFESSIONAL QUALIFICATIONS** • Over six years of experience working as a retail Store Manager for Morocco Ware, • Highly skilled in providing supervision and support to staff, • In-depth knowledge of ensuring a professional level of customer services, • Hands-on experience in stock control.  **LEADERSHIP** • Ability to manage multiple priorities, • Strong leadership and motivational skills, • Self-directed, • Excellent customer services skills, • Extensive experience in staff and sales training.  **KEY ACCOMPLISHMENTS** • Collaborated efforts with all branches of Morocco Ware to ensure uniformity of services provided, • Increased customer satisfaction by 33% by introducing new deals of lines and providing training support to staff.  **WORK EXPERIENCE** August 2010 – October 2016 Morocco Ware – New Castle  • Ensure delivery of budgeted sales and sustained growth, • Champion customer service standards, • Optimise stock availability, • Assign staff shifts.  **AVAILABILITY** Available evenings.  **EDUCATION** High School Diploma – 2005 |

### **Résumé 4: Raj Mukherjee**

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| **Raj Mukherjee  2533 Horizon Circle, Tacoma, VIC 3856  r.mukherjee@emailaddress.com**  **Carer Objective**  To further enhance my skills and develop a sales-orientated, high achieving team within a well-established organisation.  **Achievements**  Over 8 years of experience in café work in a high volume food environment.  Sound knowledge of food costing and menu planning and food and beverage equipment and operations.  Demonstrated ability to identify and resolve all conflicts within a team.  Volunteer sustainability and fair trade consultant to Neknasi Coffee Growers Association.  Understanding of different coffee grades.  Available to work flexible hours including weekends and holidays.  Excellent customer service and presentation skills.  Demonstrated skills and knowledge in planning and running of effective café procedures.  Proficient with POS systems and MS Office Suite.  Awarded manager of the year three times in a row for outstanding team achievements.  Proven track record in meeting and exceeding KPIs.  **Professional Experience**  **Cafe Manager – Compass Group, Brunswick, Vic**  October 2010 – Present  Oversees supervisors and servers in café to ensure efficiency and productivity.  Trains new employees in managing café work and conducts improvement programs for employees.  Reviews performance and provided counselling to personnel if required.  Maintains stock and ensured optimal quality of food and beverage ordered and sold in café. |
| Monitors all customer complaints and initiated steps to resolve it efficiently.  Prepares departmental schedules and payrolls for employees on a weekly basis.  Develops and maintained cash control procedures.  Ensures cleanliness in café area.  Café budgeting.  **Assistant Cafe Manager – Starbucks, Melbourne, VIC**  August 2003 – September 2010  Coordinated with employees and customers and managed all complaints effectively.  Developed strategies to achieve weekly and monthly targets.  Developed customer loyalty program.  Ensured optimal level of customer services in process.  Monitored efficient resource use  Maintained resources inventory  Prepared records of monthly transactions and managed all finances for café.  **Cafe Supervisor – Tullamarine Airport Bar and Bistro, Tullamarine, VIC**  May 1998 – July 2003  Administered day-to-day activity of cafe and supervised efficient working of staff.  Monitored café on regular basis and ensured compliance to all sanitation and safety standards for guests.  Ensured optimal level of food quality at all times and determined food standards to be served to guests.  Maintained an inventory of food products and ensured no shortage in raw materials.  Participated in various meetings, analysed problems and recommended resolution.  Performed regular checks on staff uniform and ensured compliance to manuals.  **Education**  Certificate IV in Training and Assessment (NMIT, 2011)  Diploma of Hospitality Management (NMIT, 2010)  Bachelor's Degree in Addiction Counselling (La Trobe, 2002) |

**Résumé 5: Don Santamaria**

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| I am looking for a full-time position after taking a year off to travel. an experienced hospitality manager and before I left to travel I managed the city store of CoffeeClub. I had 12 permanent staff as well as 10 casuals who came and went according to business needs (and their own circumstances). The coffee shop was open 7-days a week from 7am – 12pm and turned over more than $100k per week.  I am keen to get my teeth into a new and challenging role and I love books. I can start immediately if required. I hold a Diploma Business and a Certificate III in Hospitality (that I did when I was working for McDonalds as a kid). I am also a qualified Barista and have just updated my RSA certificate and completed a food handlers course obtained when I worked for Epicure at the MCG. I also have a current working with children certificate and hold a current first aid certificate (HLTAID003). In a previous role I was the OHS rep. and fire warden.  I have worked in hospitality all my life and won a ‘Best Barista’ competition in 2017. During my travels I worked in a number of cafés in Italy, France and the UK as well as a couple of food barns in the US.  I love working with people and, in my spare time I am an avid reader of science fiction and biographies. I think I would be perfect for this job!  You can contact me on my mobile: 0994 222 434 or email: [hotcoffeedude@gmail.com](mailto:hotcoffeedude@gmail.com) |

**Résumé 6: Leila Hussain**

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| **Leila Hussain**  **415 Stratford Park, Parkville, VIC 3001**  **0435 354 343**  **l.hussain@gmail.com**  **Objective**  In search for an opportunity maximise sales, improve business operations and develop an effective team.  **Achievement Overview**  Strong knowledge of seasonal foods, fruits and beverages.  Strong analytical skills.  Active member Oxfam Fairtrade Coffee Campaign.  Cultural and Education officer for the Victorian Somali Community Inc.  Knowledge of industry and current market trends.  Excellent management experience within the food and retail environment.  Demonstrated capability to meet and exceed targets.  Won best small business award for McJoe’s Café five years in a row, previous two years came runner’s up.  Sound experience in training, mentoring and coaching staff.  Developed induction and sales program for McJoe’s Café.  **Professional Experience**  **Cafe Manager,** January 2004 – Present  McJoe’s Cafe, Bar and Restaurant, Melbourne, VIC  **Responsibilities**  Manage the daily operations and budgets for the cafe.  Ensure all operations are consistent and precise in accordance with the cafe culture, policies and procedures.  Provide world-class food quality and customer service.  Recruit and trained chefs and waiters for the cafe.  Performance management and skills-gap training.  Devise and develop programs to generate sales and clients’ loyalty including induction program.  Devise and implement coaching program.  Stock control.  **Cafe Assistant Manager,** May 2002 – December 2004  Barnes Cafe, San Diego, CA  **Responsibilities**  Managed apprenticeship program (6 apprentices).  Provided high level of customer service at all points of contact.  Trained staff on quality of customer service, proper portioning, cashier skills, and sanitation.  Entered daily/ weekly sales reports into the system.  Was awarded best local team by city council.  **Education**  Diploma in Business Management 2012  Certificate IV in Small Business Operations, 2010  Master’s Degree in Hotel and Restaurant Management, 2004  Bachelor of Hospitality, 2001. |