

GRACE HOBSON

Altona, Victoria, Australia

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Reliable, dependable and hardworking individual with the ability to work alone, and in a team to achieve positive outcomes. With well-developed skills and personal attributes, I can deliver success in a variety of situations and responsibilities.

STRENGTHS AND COMPETENCIES

- Customer Service – face-to-face
 - Working in Teams and Groups
 - Responsible
 - Communication and Listening
 - Friendliness and Approachable
 - Collaborative
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EDUCATION

HOBSONS BAY COLLEGE – YEARS 7 to 12

Secondary School

2017 - Current

Altona, Victoria

Extra-Curricular Activities and Awards

- Member of Hobsons Bay College Student Wellbeing Team (Years 9 and 10)
- Principals Award of Excellence commending actions to benefit student wellbeing and mental health (Term 2, Year 10)
- Member of College Theatre Restaurant back-stage crew (Lighting and Effects)
- Vice-captain of Volleyball and Netball Teams (Year 10)
- Captain of Volleyball Team (Year 9)

HOBSONS BAY PRIMARY

Primary School

2010 – 2016

Altona, Victoria

WORKPLACE EXPERIENCE

4 SEASONS CAFÉ AND EATERY

Wait Staff

April 2020 - Present

Newport, Victoria

- Providing timely and responsive service to customers of the cafe with eat in and take away food and drink ordering, including preparation and service responsibilities to fulfill all requests.
- Supporting the process of financial transactions through *Innovate Point of Sale* (POS) system, cash handling and receipting in line with all orders and requests made.
- Effectively responding to all incoming requests for private events with timely and accurate information to customers and submission of bookings through *Aspire Booking* system.

Achievements

- Recognized as the staff-voted Employee of the Month award in May and July 2020. Commended and praised for quick response to various customer needs and requirements at all times.
- Supported senior staff members with changes to visual presentation of food and drink products displayed in store in June 2020. Received commentary from customers of more effective display and presentation of options.

BABYSITTER / NANNY

Private Babysitter and Nanny

November 2019 - Present

Various Locations

- Assisting and providing timely and personalised care and caregiving to children aged between 5 and 12 across Altona and Seaholme for private families, close relatives and friends.

Achievements

- Highly commended by various families and friends for tailored care and understanding of children's needs and requirements. Praised for effective communication to parents and caregivers before, during and after responsibilities.
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STUDENT WORK PLACEMENT

HOBSONS MEDICAL CENTRE

Medical Centre Assistant

October 2020

Altona, Victoria

- Placed with Hobsons Medical Centre for Work Experience with the Reception and Administration department, providing direct assistance in a fast-paced practice with customer and patient service, bookings, administration and follow-up responsibilities.
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ADDITIONAL EXPERIENCE

BAY CITY COMMUNITY CENTRE

Centre Volunteer – Arts & Events

November 2019 - Present

Altona, Victoria

- Contributing to the *Wellness-Creates* and *BCCC Youth Writes* programs with event day ushering, assistance and support to assist senior Community Centre staff members.
- Improve customer experience and event-day attendance by scheduling online ticketing with Eventbrite, sending to interested participants and utilizing QR code and registrations on event day.
- Collaborating and strengthening to both programs with responsibilities to guide and educate participants' knowledge of mental wellness and mindfulness through art.

Achievements

- Improved participation at BCCC Youth Writes program by providing details of opportunity to schooling coordinators and teachers, which lead to 29 new participants during April 2020.
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TECHNICAL SKILLS AND CERTIFICATES

- HLTAID003 & HLTAID001 - Provide First Aid and CPR Certificates
 - SITXFSA001 - Use Hygienic Practices for Food Safety Certificate
 - Working with Children Check

 - Innovate Point of Sale (POS)
 - Aspire Booking System
 - Eventbrite - Online Event Ticketing
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REFEREES

Mrs. Lyn Forth
Supervisor
4 Seasons Café and Eatery
Phone: (03) 9876 4432

Ms. Emma Maloney
Head of Student Wellbeing
Hobsons Bay College
Phone: (03) 9443 2211