

Sam Patel

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PROFESSIONAL SUMMARY

Experienced hospitality supervisor moving into office administration. Brings strong organisation, customer focus and the ability to stay calm under pressure, now backed by a Certificate III in Business. Looking for an administration role where reliability, people skills and attention to detail are valued.

KEY SKILLS

- Organisation and prioritising
- Customer and client communication
- Cash handling and basic bookkeeping
- Microsoft Office (Word, Excel, Outlook)
- Calm under pressure
- Scheduling and rostering
- Training and supporting team members
- Problem-solving

WORK EXPERIENCE

Hospitality Supervisor Jan 2020 – Present
XXXX Cafe Group, Fremantle, WA

- Coordinate daily operations and rosters for a team of ten across a busy venue
- Manage cash handling, end-of-day reconciliation and supplier orders
- Resolve customer concerns quickly and keep service running smoothly during peak times
- Train and support new staff, including written run sheets and checklists

Customer Service Assistant Feb 2017 – Dec 2019
XXXX Retail Store, Perth, WA

- Assisted customers, processed sales and handled returns at a high-volume store
- Kept records and stock counts accurate and up to date

EDUCATION

Certificate III in Business 2025
TAFE example, WA

Completed. Focus on administration, recordkeeping and workplace software.

LICENCES & CERTIFICATIONS

- Driver's licence (full)
- Responsible Service of Alcohol (RSA)

REFEREES

Referees available on request.