

COVER LETTER

Alissa Gouws
30 Blamey Place
Como, 6152
Alissa.gouws@gmail.
com
0419 918 901
20 November 2023

I am writing to express my strong interest in a Pigeonhole team member position. With a passion for customer service and a keen eye for detail, I am confident in my ability to contribute to the success of your business.

In my current role as a barista previous role as a supermarket team member, I gained valuable experience in providing exceptional customer service and maintaining an inviting shopping environment. My current responsibilities includes assisting customers with ordering items, preparing the orders, handling transactions with precision and ensuring a pleasant experience for the customer. Through this experience, I developed strong interpersonal and communication skills, as well as a deep appreciation for creating a positive customer experience.

I am particularly drawn to Pigeonhole because of its reputation for offering unique selections, and I am excited about the opportunity to be part of your team. I am confident that my excellent customer services will prove to be a valuable asset to your team.

My attention to detail and organizational skills align well with the demands of a store such as Pigeonhole, and I am eager to leverage my abilities to contribute to your success. Additionally, I am adept at using point-of-sale systems and have a flexible schedule that would allow me to adapt to the needs of the store.

Thank you for considering my application. I am enthusiastic about the possibility of contributing to Pigeonhole and would welcome the opportunity to further discuss how my skills and experiences align with the needs of your team. I am available for an interview at your earliest convenience and can be reached at 0419 918 901 or alissagouws@gmail.com

Thank you for your time and consideration. I look forward to the possibility of discussing my candidacy in more detail.

Sincerely,
Alissa Gouws

ALISSA GOUWS

ABOUT ME

I am a friendly and outgoing person, who likes to work and engage with people.

I am dedicated, loyal and trustworthy and pride myself to perform to the best of my ability in everything I do.

I am a fast learner and can work confidently in an individual capacity or as a valued member of a team. I am computer literate and know the basics of office management programs such as the MS Office suite and various design and architectural software packages.

I've completed my 3rd year of a Bachelor's Degree (Architectural Science) at Curtin University and is working part time as a barista.

My experience working in the hospitality and retail environment has helped me grow as an individual and build skills to engage with people.

EDUCATION

- Bachelor's Degree (Architectural Science)
 - Curtin University
- Year 12 Como Secondary College
- Certificate II ICT-2019

PERSONAL DETAILS

DOB: 24 June 2002

ADDRESS:

30 Blamey Place
Como
6152

CONTACT DETAILS:

Mobile: 0419 918 901

E-mail: alissagouws@gmail.com

LANGUAGES: English and Afrikaans

REFERENCE:

Yagan Kiely (Venn Coffee) 0400 508 102

WORK EXPERIENCE

Venn Coffee – Barista (2021 – Present)

Responsibilities:

Customer service through order taking, menu explanation, order delivery and customer concern handling

Preparing coffee and other beverages, according to the recipes and standards of the establishment.

Payment handling using point-of-sales systems

Adhering to Health and Safety Regulations

Teamwork

The Camfield – Team member (2021)

Responsibilities:

Customer service through order taking, menu explanation, order delivery and handling customer concerns

Collaboration with kitchen staff

Payment handling

Teamwork

Coles Supermarket – Team Member (2016 – 2021)

Responsibilities:

Customer service through finding products, answering questions, and offering guidance.

Payment handling using point-of-sales systems

Organising and presenting the store

Cleaning and keeping the store organised and tidy

Closing the store

Teamwork

INTERESTS

- Architecture & Design
- Hiking
- Fashion
- Reading
- Travelling