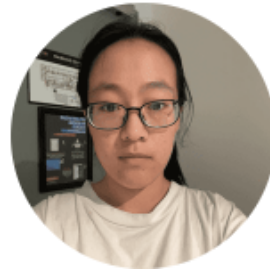


Kaihui Zhang

Bilingual hospitality professional — reliable, adaptable, hard-working

📍 Kalgoorlie WA, Australia



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Profile: <https://useverb.com/cv/2233040288>

About

I am a hardworking, responsible hospitality and service worker with hands-on experience across cafes, quick-service restaurants and venue cleaning. I work well both independently and as part of a team, and I adapt quickly to new environments and busy, physically demanding conditions. I hold a 462 Working Holiday visa, RSA and RSG certificates, and an International Manual Driving License. I am bilingual in English and Mandarin and eager to apply my customer service, food & beverage, and cleaning skills while continuing to grow my knowledge across hospitality and retail roles.

Talents & Skills

Customer Service • Cashiering • Food & Beverage Prep • Hygiene & Sanitation • Stock Management • Kitchen Support • Cleaning & Maintenance • Bilingual (EN/CN) • Manual Driving License

Experience

Cafe All Rounder • LuLu Bubble Cafe (Mount Isa, Australia)

2024 - 2025

Served as an all-round cafe team member handling order-taking, cashier duties, food and beverage preparation and customer service. Maintained high standards of hygiene and food safety during busy shifts. Developed efficient multi-tasking skills, improved order turnaround time through consistent preparation routines, and contributed to positive customer experiences by communicating clearly and delivering friendly service.

Club Cleaner • Buff's Club (Mount Isa, Australia)

2024 - 2025

Performed daily cleaning and maintenance tasks across game and dining areas including wiping surfaces, sweeping and mopping floors, restocking toiletries, and rubbish removal. Ensured venue presentation and hygiene met safety standards during events and busy periods; helped maintain a welcoming environment for patrons and staff.

Service Counter Attendant • Reddy Express (Mount Isa, Australia)

2024 - 2024

Served customers at the counter and operated the cashier, restocked shelves, faced products and assisted with basic inventory checks. Gained retail experience in merchandising, stock rotation, and helping customers with product inquiries, while maintaining store hygiene and teamwork with colleagues.

Kitchen Hand • McDonald's (Mount Isa, Australia)

2024 - 2024

Supported kitchen operations by restocking ingredients, preparing basic components (e.g., beef patties, frying chicken nuggets) and assembling orders during peak times. Maintained strict cleanliness and food safety standards in the kitchen and assisted in inventory checks to ensure efficient service delivery.

Education

Bachelor of E-commerce • Business College, Shanxi University

2016 - 2020

Studied digital commerce, online marketing, and business fundamentals. Gained skills in e-commerce platforms, customer behaviour, and basic business operations that complement frontline service roles and retail/online product handling.