

Tanna Finch

RSA-certified hospitality & retail professional focused on excellent customer service

📍 Fremantle WA, Australia



MEET ME

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About

I am a motivated hospitality and retail professional with hands-on experience across busy cafes, bars and retail environments. After deferring university to gain full-time work experience, I've developed strong customer service, time management and teamwork skills through roles in high-volume cafes and bars, a food truck, and retail. I hold a Responsible Service of Alcohol (RSA) certificate and am comfortable serving drinks, managing sections, operating tills/POS systems, and maintaining fast, friendly front-of-house service. My background coaching and umpiring sport has strengthened my leadership, communication and teamwork abilities — I thrive in energetic, customer-focused settings and am excited to contribute to a brewery environment like Gage Roads Freo.

Talents & Skills

Customer Service • Teamwork & Leadership • RSA certified • Bar & Front of House • High-volume Service
• Cash Handling • POS Operation • Beverage Prep • Time Management

Experience

Salesperson (Casual) • The Athletes Foot (TAF), Booragoon

2023 - Present

Casual retail role focusing on customer service, product advice, and efficient transaction handling. Completed specialised footwear training to provide tailored recommendations, handled POS transactions and stock replenishment, and supported team promotions and customer queries. Developed strong communication, product knowledge and multitasking skills while maintaining high standards of customer care.

Waitstaff • Roasting Warehouse (RWH), South Fremantle

2025 - 2025

Served table and counter service in a busy cafe on the strip; managed sections during peak periods and performed cabinet and drinks service. Gained experience maintaining high standards of speed and efficiency during very busy trading, coordinating with kitchen and bar staff to ensure timely delivery of orders and positive customer experience. Demonstrated strong multitasking, upselling and calm service under pressure.

Bartender • South Street Ale House, Hilton

2024 - 2025

Served alcoholic and non-alcoholic drinks and bar food, focusing on fast, no-frills service for an older demographic. Responsibilities included drink preparation, responsible service of alcohol, cleaning and restocking, and ensuring guest safety and satisfaction. Built strong pouring and cocktail basics, worked efficiently during busy service, and consistently followed RSA procedures.

Crew - Food Truck (Till & Prep) • Moo Cow Food Truck, South Fremantle Farmers Market

2022 - 2023

Operated till, prepared juices, smoothies and ice-creams, and provided front-line customer service in a compact, fast-paced food truck environment. Managed restocking, cleaning and rapid order fulfilment; learned to work efficiently in confined spaces and deliver consistent quality under pressure.

Casual Coaching / Umpiring Staff • Iona Presentation College, Mosman Park

2020 - 2023

Employed as casual coaching and umpiring staff while a student. Developed leadership, communication and team management skills; coordinated sessions, mentored younger players and upheld standards of safety and fair play.

Education

High School Certificate (WACE) · Iona Presentation College

2018 - 2023

Completed secondary schooling with involvement in sports coaching and volunteer activities that developed leadership and initiative. Engaged in extracurricular roles and community activities alongside studies.