

Alissa Phillips

Adaptable and detail-oriented hospitality professional thriving in fast-paced environments.

📍 Mosman Park WA, Australia



MEET ME

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About

I am 19 years old and have recently arrived to Perth, from the UK, on a Working Holiday Visa (subclass 417), and am actively seeking employment in a hospitality/service orientated role. My experience in retail, hospitality, and bar work has strengthened my problem-solving abilities and enhanced my organisational skills. I thrive both in independent roles as well as within a team. I have a proven ability to adapt quickly to new environments, detail oriented, and take pride in delivering quality work with maximum efficiency. I enjoy the fast-paced hospitality environment and perform well under pressure. I am eager to bring my strong work ethic and adaptability to a role here and I am fully available to start immediately with a flexible schedule, for casual, part-time or full-time shifts.

Talents & Skills

Excellent organisation • Positive and Proactive attitude • Strong communication abilities • Effective problem-solving • Resilience and adaptability • Teamwork and collaboration • Customer Service • Stock Control • POS Systems

Experience

Full-time Front-of-House Supervisor • The Whitchff Inn

2026 - 2026

Supervised daily front-of-house operations, ensuring smooth service and a welcoming atmosphere for guests. Trained and managed a team of servers and hosts, maintaining high standards of customer service and presentation.

Handled guest feedback and resolved issues promptly, consistently improving satisfaction scores.

Coordinated with kitchen and bar teams to optimise table turnover and deliver a seamless dining experience.

Supported kitchen operations on the pass during service, preparing sauces, plating dishes and managing stock rotations to keep the line running smoothly.

Ensured high levels of hygiene and presentation.

Operated the till-system, processed payments and supported stock control when required.

Part-time Front-of-House Waitress • GemNi Restaurant

2025 - 2026

Role focused on taking food and beverage orders, whilst accommodating for dietary requirements and any intolerances/preferences.

Maintained excellent dining standards through precise table service, active guest engagement.

Handled customer concerns or complaints professionally and discreetly, through ensuring maximum customer satisfaction.

Ensured high levels of hygiene and presentation.

Operated the till-system, processed payments and supported stock control when required.

Part-time Waitress/Bartender • Constellation Agency - Burnley Football Club

2025 - 2026

Provided quick, high quality service in a loud, fast-paced nightclub environment, engaging with customers whilst maintaining professionalism and efficiency during peak times.

Prepared and served customers a variety of alcoholic beverages with speed and precision.

Managed card transactions accurately, upheld age restriction policies, and complied with licensing laws and responsible alcohol service.

Maintained a clean, hygienic and organised bar throughout shifts, supported the restocking of supplies and ensured smooth bar operations.

Ensured high levels of hygiene and presentation.

Operated the till-system, processed payments and supported stock control when required.

Part-time Bartender • The Blind Tiger Bar

2025 - 2025

Operated the bar; serving customers a range of beverages, taking payments, restocking the fridges.

Prepared and served customers a variety of alcoholic beverages with speed and precision.

Managed card transactions accurately, upheld age restriction policies, and complied with licensing laws and responsible alcohol service.

Maintained a clean, hygienic and organised bar throughout shifts, supported the restocking of supplies.

Ensured high levels of hygiene and presentation.

Operated the till-system, processed payments and supported stock control when required.

Part-time Waitress • Thyme Cocktail Bar

2024 - 2024

Maintained excellent dining standards through precise table service and active guest engagement.

Role focused on taking food and beverage orders, whilst accommodating for dietary requirements and any intolerances/preferences.

Handled customer concerns or complaints professionally and discreetly, through ensuring maximum customer satisfaction.

Ensured high levels of hygiene and presentation.

Operated the till-system, processed payments and supported stock control when required.

Part-time Retail Assistant • Luvinit Gift Shop

2022 - 2024

Provided excellent customer service, contributing to a positive shopping experience.

Took responsibility for inventory control and stock management.

Handled point-of-sale operations and maintained transaction accuracy.

Ensured store security and supported day-to-day operational tasks.

Trusted to manage the store independently during unsupervised shifts.

Education

A-Levels • Alder Grange Sixth Form

2023 - 2025

A-Level Law (B)

A-Level Psychology (B)

A-Level Classical Civilisation (B)

GCSE • Alder Grange High School

2018 - 2023

English Language (A*)

English Literature (A*)

Maths (A)

Biology (A*)

Physics (A*)

Chemistry (A)

History (A*)

Psychology (A)

Classical Civilisation (B)