

PERSONAL STATEMENT

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.

EXPERIENCE

Full-time Front-of-House Supervisor

The Whitchff Inn - Rawtenstall, United Kingdom

Feb 2026 - Sep 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.
- Operated the bar; serving customers a range of beverages, taking payments, restocking the fridges.
- Handled guest feedback and resolved issues promptly, consistently improving satisfaction scores.
- I coordinated with kitchen and bar teams to optimise table turnover and deliver a seamless dining experience.
- When required, I supported kitchen operations on the pass during service, preparing sauces, plating dishes and managing stock rotations to keep the line running smoothly.

Part-time Front-of-House Waitress

GemNi Restaurant - Rawtenstall, United Kingdom

Aug 2025 - Mar 2026

- Role focused on taking food and beverage orders, whilst accommodating for dietary requirements and any intolerances/preferences
- I maintained excellent dining standards through precise table service, active guest engagement.
- When necessary, I 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, United Kingdom

Aug 2025 - Jan 2026

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

Part-time Bartender

The Blind Tiger Bar - Rawtenstall, United Kingdom

Aug 2025 - Sep 2025

- 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

Part-time Waitress

Thyme Cocktail Bar - Crawshawbooth, United Kingdom

Feb 2024 - Nov 2024

- Delivered high-quality customer service by efficiently serving food and alcoholic beverages in a fast-paced environment
- Accurately processed financial transactions, ensuring consistency and attention to detail
- Maintained hygiene and cleanliness standards across all equipment and workstations
- Assisted in stock control, including inventory monitoring and supply management
- Resolved customer concerns and complaints with professionalism and discretion

Part-time Retail Assistant

Luvinit Gift Shop - Rawtenstall, United Kingdom

Jun 2022 - May 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

SKILLS

- Excellent organisation
 - Positive and Proactive attitude
 - Strong communication abilities
- Effective problem-solving
 - Resilience and adaptability
 - Teamwork and collaboration

QUALIFICATIONS

- RSA (Western Australia)

Full UK Driving License

EDUCATION

A-Levels Sep 2023 - Jun 2025 Alder Grange Sixth Form - Rawtenstall, United Kingdom A-Level Law (B) A-Level Psychology (B) A-Level Classical Civilisation (B)	GCSE Sep 2018 - Jun 2023 Alder Grange High School - Rawtenstall, United Kingdom English Language (A*) English Literature (A*) Maths (A) Biology (A*) Physics (A*) Chemistry (A) History (A*) Psychology (A) Classical Civilisation (B)
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REFERENCES

RECOMMENDATION FOR ALISSA PHILLIPS

To whomever it may concern,

I have worked very closely with Miss Phillips this year. She has been day time in front of house supervisor. Alissa has excelled in this role, exhibiting one of the highest levels of productivity. Alissa possesses the ultimate can-do attitude, while taking on all tasks with a positive can-do energy and a smile. Her upbeat personality and engaging personal style enable her to interact effectively with customers and staff. She is extremely organised and keeps track of details necessary to coordinate seating plans, private functions and stock rotation.

To date alissa has not been absent or accrued any sick days.

Please feel free to contact me if you have any questions.

Rebecca Kennedy

Director

The Whitchaff.

07769149507

Beckboo@me.com

REFERENCE FOR ALISSA PHILLIPS

I am pleased to provide a reference for Alissa Phillips, who has worked at my gift shop Luvinit in Rawtenstall on weekends alongside her school studies.

During her time with me, Alissa has proven herself to be reliable, polite and hardworking. She has consistently approached her responsibilities with a positive attitude and has shown a willingness to learn and take on new tasks. Balancing weekend employment with her school commitments has also demonstrated good time management and a strong sense of responsibility.

Alissa has been comfortable working independently when required and when she has dealt with customers, she has done so in a friendly and professional manner and has developed good communication skills through her role in the shop. She is polite, approachable and always willing to help customers where she can.

She has also shown herself to be trustworthy and dependable, arriving for her shifts on time and carrying out her duties conscientiously as well as handling cash and attending the register. She has been a valued assistant and made a positive impression during her time working with me.

I believe Alissa would be an asset to any employer. She is a conscientious young person with a good work ethic, a pleasant manner and a willingness to learn. I would be happy to recommend her for future employment and wish her every success in her future career path.

Marcia Potts

Luvinit, 95 Bank Street, Rawtenstall, Rossendale, Lancashire

luvinitgifts@outlook.com

ADDITIONAL REFERENCES

GemNi Restaurant - **Gemma Pilkington** - gcp@gem-ni.com

Thyme bar - **Mary Wehbe** - marywehbe@hotmail.co.uk

Aldergrange Sixth Form Teacher - **Ashley Burrows** - aburrows@aldergrange.com