**Julie KROL**

Bondi NSW 2026

Mobile 0420720199

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## Career Profile

I am seeking a role where I can use my knowledge and skills. I am self motivated, honest and hardworking person with a positive attitude that spreads to my customers and co-workers. I have an extensive background in hospitality and customer service. I am enthusiastic, friendly and customer focused. I thrive to always deliver my best and I know I can be a valuable asset.

Thank you for taking the time to read my application. I look forward to hearing from you.

Kind Regards,

Julie Krol

**Bloodwood Restaurant & Bar**

**Newtown 2042**

**Waitress July 2014 - April 2017**

*Key Responsibilities:*

* Provide excellent customer service to ensure satisfaction
* Greet customers and present menu
* Make menu recommendations or share additional information upon request
* Take and serve food/drinks orders and up-sell additional products when appropriate
* Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
* Communicate with customers to resolve complaints in friendly and efficient manner
* Arrange table settings and maintain tables clean and tidy
* Deliver checks and collect payments
* Working closely with all serving and kitchen staff

**Massage Therapist**

**Self Employed**

**April 2008 – June 2014**

Services provided:

* Remedial and therapeutic massage
* Stress and sports injury relief
* Aromatherapy
* Development and implementing clients treatment plan specific to their needs
* Preparing and blending essential oils

**Oroton Group**

**Greenwood Plaza,**

**North Sydney 2060**

**Sales Consultant**

**June 2005 - March 2008**

*Key Responsibilities:*

* Providing quality customer service to clients through efficient and timely response to miscellaneous fashion and design queries
* Assisting the retail manager with the organization of sales activity to ensure they operate effectively and profitably
* Contribution in allocating appropriate range plan, in pricing, structure and merchandising of stock for sales activity
* Maintaining a high standard of customer service at all times
* Meeting and exceeding sales targets
* Cash handling & administration
* Having theoretical and practical knowledge of products, systems, operations and procedures. Keeping abreast of current developments and trends in the market

**Richardson & Wrench Leichardt**

**Receptionist**

**February 2004-December May 2005**

*Key Responsibilities:*

* Meeting and greeting clients and customers
* Answering incoming calls
* Maintaining and updating large customer database
* Preparation of reports and correspondence
* Customer invoices and receipts
* Handling client accounts enquires
* Assist in end of month and daily bank reconciliation
* Assist in preparation of end of month statements
* Organizing couriers and mail distribution
* General administration duties

**Brookvale Hotel**

**Bistro Assistant Manager**

**January 2003 – February 2004**

*Key Responsibilities:*

* Over-see the operations of the business
* Ensure upper management remains well-informed of bistro operations and personnel matters and provide personal recommendations for improvement
* Assisting in staff recruitment and training
* Administration
* Customer service

**War Vets Retirement Village**

**Collaroy Plateau**

**Personal Care Assistant**

*Key Responsibilities:*

* Attending to the hygiene, nutritional and physical needs of the resident. Maintenance of clean and hygienic surroundings.
* Accurate observation of alterations in residents’ condition and reporting of to the person-in-charge.
* Recording information as necessary including incident/accident forms.
* Providing emotional support for residents and families
* Implementing Nursing Care Plans and Duty Lists under the supervision of the person in-charge*.*
* Providing quality personal care to residents, ensuring their physical and emotional well being in accordance with the assessed needs of the individual.
* Working as a member of the workplace team to facilitate quality outcomes for all residents, visitors, staff and others.
* Liaising with the resident/family members and other health care team members in order to facilitate and achieve a team approach to resident care

**Casa Mia Nursing Home Padstow**

* **Assistant in Nursing**

*Key Responsibilities;*

* Providing holistic, safe, effective and quality care to residents consistent with the organisation’s mission, philosophy And values
* Assisting residents with showering, dressing, grooming, toileting, communication, eating, mobility and social activities, and where applicable supervising the ingestion of medication.
* Demonstrating personal attentiveness and sensitivity while maintaining an honest and friendly rapport with both residents and colleagues
* Understanding and incorporating the values of the organisation

**Education/Qualifications**

* 2002-2003 Kent Institute of Business and Technology Sydney

Certificate III in Information Technology

* 2003-2004 Sydney Institute of Technology Ryde TAFE

Certificate III in Hospitality

* 2005-2006 Sydney Institute of Technology Randwick TAFE

Real Estate Business Diploma

* CPR and First Aid Certificate