

# Elli Crooks

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## General summary

Experienced waitress and swim instructor with a strong background in customer service and team collaboration. Skilled in upselling techniques, excellent communication skills, training new team members, and developing personalized lesson plans. Committed to fostering a positive environment and ensuring customer satisfaction.

## Experience

APRIL 2022 – PRESENT

**Waitress | Sober Ramen | Torquay, VIC**

- Maximize sales through upselling techniques and product knowledge. Handle cash transactions accurately and resolve customer concerns promptly.
- Memorise menu items and information. Ensure precise order taking and communicate dietary restrictions to kitchen staff.
- Foster a positive team environment and assist colleagues during peak hours.
- Create a welcoming atmosphere for guests by providing recommendations to enhance their dining experience.
- Deliver exceptional customer service, manage orders efficiently, and maintain a clean dining area. Collaborate with kitchen staff to ensure timely food delivery.

JULY 2024 – PRESENT 2024

**Waitress | Osaka BBQ | Torquay, VIC**

- Manage high-volume orders efficiently, reducing wait times. Upsell menu items, contributing to increased average check size.
- Work seamlessly with kitchen staff to ensure timely food delivery. Assist in training new team members, fostering a supportive work environment.
- Optimize order processing, enhancing customer satisfaction. Boost sales through strategic menu recommendations. Collaborate with kitchen for timely service.

SEPTEMBER 2023 – JUNE 2024

**Learn to Swim Instructor | Little Starfish Swimmers | Torquay, VIC**

- Instructed swim lessons for children, improving their skills and water safety awareness.
- Developed personalized lesson plans, resulting in measurable progress in students' swimming abilities.
- Collaborated with parents to provide feedback and ensure student success.
- Identified and addressed individual learning needs, fostering a supportive learning environment.

## Skills

- Impeccable social skills
- Excellent communication skills
- Independence
- Accommodating
- Patience
- Empathy
- Adaptability
- Team collaboration
- Strong work ethic
- Flexibility
- Public speaking

## Education/Qualifications

JANUARY 2019 – NOVEMBER 2023

**Sacred Heart College | Years 7-11, VCE | Geelong, VIC**

NOVEMBER 2023 – PRESENT

**Surf Coast Secondary College | Year 12, VCE | Torquay, VIC**

SEPTEMBER 2024 – PRESENT

**RSA CERTIFICATE | SITHFAB021 | Geelong**

JULY 2022 – JULY 2028

**Working with Children's Check | Torquay, VIC**

NOVEMBER 2022 – NOVEMBER 2025

**First Aid Certificate | HLTAID011 | Torquay, VIC**

NOVEMBER 2022 – NOVEMBER 2025

**Provide Basic Life Support | HLTAID011 | Torquay, VIC**

DECEMBER 2022 – DECEMBER 2026

**Teacher of Swimming and Water safety | Austswim Coburg, VIC**

## Reference

Janet Favero – Torquay Surf Life Saving Club member: 0401 066 241