

Tayla Toso

Professional Summary

I have worked in retail and hospitality for 15+ years and in this time, I have honed my professional and personal skills to be succinct, effective, creative and uphold my work ethic to the highest degree. In the past I have been rewarded for leading teams to reach company KPI's and time restrictions. My goal is full time work, and my life is very flexible so will easily fit around any schedules given.

Personal Summary

My husband and I have just moved to Italy from Australia, and we are in the area of Vione and are happily settling into Italian life here. In my spare time I love to cook, create art, hike, watch movies, walk our puppy and play social games with friends.

Skills

- Excellent communication skills
- Creative and adaptive
- Patient and empathetic
- Respectful
- Strong work ethic
- Positive attitude
- Inclusivity training
- Ability to form sound relationships with clients
- Time managed individual

Education/Certificates

Graduated Smithfield State High School 2010

Currently studying TEFL course to teach English to foreign languages

References

Professional - Fiorella Denari –

Personal –

Work History

English Specialist/Tutor

September 2022 – Current

Scuola Materna Regina Elena

- English project specialist
- Curating English lesson plans appropriate for ages 3 – 6
- Trusted with teaching groups of 10-25 students

Private Tutoring

- Curating lesson plans for all ages
- Furthering the understanding of the English language to students using TEFL registered information

RESUME

Barista/All Rounder

June 2020 – December 2021

Blue Bear Coffee House

- Trusted with opening and closing the store.
- Competent with till operations and money handling.
- High volumes of coffee orders successfully taken and completed with time parameters.
- Completed all COVID-19 Safe certificates.
- Quick at coffee orders and production while assuring quality.
- Stocking, cleaning, ordering and drink preparations all while working.
- Strong customer base due to effort, kind demeanour and quality food, drinks and service.
- In charge of chalk display boards and the artwork and specials.

Barista/All Rounder

Feb 2020 – April 2020

Sipping Duck

Stratford, QLD

- Recommended products based on solid understanding of individual customer needs and preferences.
- Maintained supply levels in counter and customer areas to meet typical demands.
- Restocked display cases with attractive arrangements to promote specialty food items like bagels and muffins.
- Baked various cakes and slices daily, while being consistent and timely.
- Cultivated ability to recall customers' names and address each by name.
- Cleaned counters, machines, utensils and seating areas daily.
- Prioritised drink requests while managing interruptions.
- Provided in-depth information to customers on beverage preparation and offered samples of latest brews.
- Created original artwork for specials board display daily.
- Constantly expanded personal knowledge of coffee styles and varieties.

Barista

Jul 2019 - Feb 2020

Cruze Coffee

Cairns, QLD

- Learned every menu preparation and numerous off-label drinks to meet all customer needs.
- Created over 200 drinks in average shifts with consistently positive customer satisfaction scores.
- Constantly expanded personal knowledge of coffee styles and varieties.
- Maintained and operated espresso machines, blenders, commercial coffee brewers, coffee pots and other equipment.
- Pleasantly interacted with customers during hectic periods to promote fun, positive environment.
- Controlled line and crowd with quick, efficient service.
- Maintained regular and consistent attendance and punctuality.
- Trained new team members with positive reinforcement and respectful, encouraging coaching.

Barista/All Rounder

May 2018 - Jul 2019

Sipping Duck

Cairns, QLD

- Advised over 300 customers daily on whole bean and bulk tea purchases by detailing origin, flavour and pairing recommendations.
- Complied with standards for merchandising, stocking and storing product.
- Made and served 300 café beverages per day with speed, quality and consistency.
- Created original artwork for specials board display daily.
- Prepared coffee, cleaned dining areas, opened register and carried out other opening duties.
- Developed and demonstrated skilful and creative latte art to engage customers.
- Maintained Slayer equipment and performed minor repairs to keep the coffee machine functioning properly.

RESUME

Supervisor

Oct 2013 - Sep 2015

Masters Home Improvement

Cairns, QLD

- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows to meet any daily demand.
- Conducted routine inspections of incoming materials to check quality and compliance with established product specifications.
- Adjusted job assignments and schedules to keep pace with dynamic business needs, factoring in processes, employee knowledge and customer demands.
- Enhanced training programs to strengthen employee knowledge
- Prepared, calibrated, and monitored production machinery to maintain optimal production levels and consistently achieve daily targets.
- Greeted customers and helped with product questions, selections, and purchases including in-store and e-service transactions.
- Met and exceeded upsell goals by highlighting target merchandise with strategic promotional approaches.
- Opened and closed store independently when needed and prepared nightly bank drop for manager.
- Trained new associates on cash register operations including opening, conducting customer transactions, and balancing drawer.
- Identified individual employee's unique work styles and adapted management methods.
- Worked with management team to implement proper division of responsibilities.
- Issued receipts and processed refunds, credits, or exchanges.

All Rounder

Jul 2012 - Oct 2013

Wongai Hotel & Pub

Horn Island, QLD

- Resolved conflicts and negotiated agreements between parties in order to reach win-win solutions to disagreements and clarify misunderstandings.
- Actively and effectively translated and interpreted for local patrons throughout my work. Ranging from Indigenous Australian, Papua New Guinean, Samoan and other dialects of the Torres Strait Island region.
- Organised bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands.
- Maintained secure cash drawers, promptly resolving discrepancies for accuracy.
- Polished glassware, bussed tables and removed debris to keep customer areas fresh and clean.
- Operated efficiently in high-volume setting to prepare and serve more drinks per hour.
- Stayed up to date on menu changes to offer current and accurate information, answer questions and help customers select optimal meal choices based on individual preferences.
- Performed complete opening, closing and shift change duties to keep restaurant working efficiently and teams ready to meet customer needs.

Sales Supervisor

Jul 2011 - Apr 2012

Dick Smith Electronics

Cairns, QLD

- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Trained team members in successful strategies to meet operational and sales targets.
- Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products.
- Worked jointly with team members to assist with closing sales, cross-selling and upselling of products and services.
- Applied solid market knowledge and business operations expertise to strengthen processes and achieve continuous improvement targets.
- Effectively coached team members to reach weekly and monthly sales goals.
- Arranged items in favourable positions and areas of store for optimal sales.
- Used various programmes and systems to complete work tasks.
- Coached employees and trained on methods for handling various aspects of sales, complicated issues and difficult customers.

RESUME

Head Barista

Aug 2017 - Jun 2018

Aqualuna Restaurant

Cairns, QLD

- Maintained La Marzocco equipment and performed minor repairs to keep coffee machines functioning properly.
- Developed team communications and information on coffee culture, knowledge and advancing skills.
- Monitored social media and online sources for industry trends.
- Developed exceptional attendance record with special attention to punctuality and preparation to work upon arrival.
- Brought specialty coffee quality to the business which increased sales and customer attendance.
- Trained staff on coffee machine, latte art, temperatures and overall quality.

Food & Beverage Handler

May 2017 - Sep 2017

Virgin Lounge Cairns Airport

Cairns, QLD

- Prevented food spoilage by monitoring dates, rotating stock and following proper storage procedures.
- Promoted new or high-value food items by creating attractive displays in cases and other customer-facing areas.
- Cooked batches of food according to standard recipes.
- Created appealing food arrangements for party trays and specialized orders.
- Strictly followed sanitation and food safety guidelines as required by regulatory agencies and company.
- Used downtimes to prepare ingredients and restock supplies for expected busy periods.
- Accommodated patrons with allergies and dietary restrictions by adjusting preparation methods or ingredients and confirming accuracy of plates.
- Responsibly served alcohol to patrons while upholding the RSA regulations.

Barista

Sep 2016 - May 2017

Industry One Coffee Roasters

Cairns, QLD

- Constantly expanded personal knowledge of coffee styles and varieties.
- Maintained and operated espresso machines, blenders, commercial coffee brewers, coffee pots and other equipment.
- Learnt how to make coffee, understand the origins of coffee and basic roasting of coffee.
- Set and achieved goals for professional development, including attending coffee culture nights, researching techniques, watching tutorials, trying multiple varieties of brewing techniques to further understand the industry.
- Created original artwork for specials board display daily.
- Cultivated ability to recall customers' names and address each by name.

Au Pair

Oct 2015 - Jul 2016

Claire & Paul McDonald

Essex, United Kingdom

- Maintained effective schedule balance between rest periods, active play and instruction.
- Kept notes of behaviour issues, food served, and medications administered to children.
- Provided tutoring to child in many areas of schoolwork including English, science, math, art, geography, history and criminal studies.
- Provided unique care to child with learning difficulties
- Applied positive behaviour management techniques to enhance social interactions and emotional development.
- Prepared healthy foods and beverages for children based on optimal dietary guidelines and individual restrictions.
- Created and implemented diverse educational strategies to boost development.
- Assisted with housework such as laundry and cooking.
- Met with parents about daily activities, positive developments and issues.
- Shopped for supplies, food and clothes for children and family members.

RESUME

Team Member

Jun 2011 - Oct 2011

McDonalds

Cairns, QLD

- Kept supplies in sufficient stock by assessing inventory levels and reporting lower stock items.
- Kept work areas clean, organised, and safe to promote efficiency and team safety.
- Processed POS transactions, including cash and credit purchases and refunds.
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.

