

CURRICULUM VITAE

TAYLA TOSO

Contact



Education

High School

Smithfield State High School
2006 - 2010
Cairns, Australia
Commendation for English
Commendation for History
Commendation for Geography

Skills

Communicative
Creative
Adaptive
Patient with tasks
Respectful
Sound work ethic
Positive outlook
Inclusivity trained
Maintaining strong relationships
with clients
Time managed
Microsoft proficient
IT/Programme proficient
Booking systems proficient

Certificates

Graduated with Commendation
from S.S.H.S 2010

EDUCO Assistant Camp Director
for Temù 2023

EDUCO Assistant Camp Director
for Vezza D'Oglio 2023

Personal Summary

In August of 2022, my husband and I relocated from Australia to Italy to live permanently. Since arriving I have been enjoying the local destinations to hike, or to eat traditional delicacies. In my spare time I love to cook, create art with many mediums, sing, practice astrophotography, walk my dogs and learn Italian. I look forward to immersing myself in the local community and living a long and happy life in the Northern Italian Alps.

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 focused on strengthening 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 roles have mostly been in management and encompass the duties needed to foster morale and to encourage a well run business.

More recently in my working history I have changed from hospitality and tourism to teaching English. As English is my mother tongue, and local Italian schools encourage Mother Tongue speakers to give their children an advantage in learning, I've found myself blessed with working opportunities. From Ponte di Legno to Edolo, I teach at infant schools, elementary schools, secondary schools and as a private tutor for all ages. During the Summer holidays of 2023 I also began working with *EDUCO* as an assistant camp director.

Having the privilege of being Australia and living in such a large and diverse country, I have many obscure hobbies, talents and life experiences that give me an advantage to teaching children and retaining their interest. This new working change has opened my eyes to education and my future career within the Italian Education field.

Language

English

Italian



References

Giovanna Cremonini
Lorella Zampatti

EDUCO Temù

17 July 2023 - 21 July 2023

EDUCO Vezza d'Oglio

24 July 2023 - 04 August 2023

Madre Lingua Programmes

2022 - Ongoing

- Scuola Materna Regina Elisa Ponte di Legno
- Istituto Don Giovanni Antonelli Comprensivo Circolo Didattico Elementary + Secondary Ponte di Legno
- Scuola Primaria Temù
- Scuola Elementare Maestro Martino Occhi Vezza d'Oglio
- Scuola Media Statale N. Castellini Vezza d'Oglio

Trinity College

2022 - Ongoing

- Istituto Don Giovanni Antonelli Comprensivo Circolo Didattico
- Scuola Media Statale N. Castellini Vezza d'Oglio

Blue Bear Coffee House

June 2020 - December 2021

Assistant Camp Director

- Facilitate linguistic communication between English-speaking tutors and students
- Involve participants in English activities
- Collaborate in planning the educational and recreational activities of the Educo Camp
- Support the Tutors during the activities

Madre Lingua English Teacher

- Encouraging conversation and depth of learning
- Independent material created specifically to facilitate age, topics and school material
- Creating an enjoyable environment to promote learning

Trinity College Teacher

- Aiding the learning of Trinity College materials to students
- Comprehensive lessons valuing innovative teaching elements
- 100% success rate of all attending students

Lead Barista + Assistant Manager

- 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.

Aqualuna Restaurant
August 2017 - June 2018
Extended

- 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
- Hired and trained staff
- Cash management and handling

**Virgin Lounge Cairns
Airport**
May 2017 - September 2017

Food & Beverage Handler

- 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

**Industry One Coffee
Roasters**
September 2016 - July 2017

Barista

- 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

Sipping Duck Coffee

May 2018 - April 2020

Lead Barista + Assistant Manager

- 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 customer 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
- 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 over 300 café beverages per day with speed, quality and high 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
- Assisted with training and hiring process

Aqualuna Restaurant

August 2017 - June 2018

Head Barista + Restaurant Assistant

- 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.

**Industry One Coffee
Roasters**

September 2016 - July 2017
Extended

- 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

Live in position

October 2015 - July 2016

Au Pair

- 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

**Masters Home
Improvement**

October 2013 - September
2015

Supervisor

- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organise workflows to meet any daily demand
- Conducted routine inspections of incoming materials to check quality and compliance with established product specifications

Masters Home Improvement

October 2013 - September 2015

Extended

Wongai Hotel & Pub

July 2012 - October 2013

Supervisor

- 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

Supervisor + All-rounder

- 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
- Operated efficiently in high-volume setting to prepare and serve more drinks per hour
- Performed complete opening, closing and shift change duties

Dick Smith Electronics

July 2011 - April 2012

Supervisor

- 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

McDonalds

June 2011 - October 2011

Team Member

- 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

