

Maya Catchpole



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About me

I am 19, I have around 4 years of hospitality experience, I have a ACT and QLD RSA Certificate. Studying at University of Canberra doing a Bachelor of Communications and Media Marketing, since July last year. Which is when I moved down to Canberra from Brisbane. Experienced in fine dining service, managing, bartending, and customer service with the ability to carry 3 plates. Extremely interested in hospitality and strive to enhance customer service and foster a positive atmosphere in the workplace.

Experience

Private Event Server: Switzerland Embassy March 2025 - Current

Delivering specialised service and running events tailored for the Switzerland Embassy and Ambassadors. Working with chefs and event organisers to deliver banquet style events, formal dinners or canapé standing events. Delivering professional yet friendly service for food and drinks.

Fine Dining Waitress: Pialligo Estate March 6th 2025 - Current

I deliver personalised high end fine dining experience. Demonstrating proper etiquette and friendly atmosphere. High knowledge of foods, wines and proper sequence of service to deliver customers with excellence.

Floor Staff: Highball Bar Canberra July 2024 - Current

Manage table bookings, provide excellent customer service and assist with inquiries, ensuring smooth floor operations. Providing assistance with intoxicated patrons, while also implementing RSA regulations and venue rules. Looked after events and functions of big groups with catering and general care, ensuring welcoming and engaging atmosphere.

Supervisor/ Waitress; Patina, Customs House UQ Brisbane July 2022 - July 2024

Started as fine dining waitress and was later given role as supervisor. Managing staff and the restaurant, including champagne high tea, lunch, and dinner services. Delivered full, friendly, and personalised table service, ensuring proper cutlery setup, attentive service, and consistent customer care. Meticulous attention to detail enhanced patrons' service and dining experiences, recommending menu items tailored to individual preferences. Demonstrated reliability during peak periods, consistently managing weekend rushes and busiest nights. Effectively resolved problems on the spot, ensuring all parties are taken into consideration. Was given role of supervisor of the seasonal Veuve Clicquot Chalet Pop-up bar "Dining in the Domes", where I managed dine in service in winter igloos and provided tailored service.

Bartender/ Waitress: Tantullis Restaurant, Brisbane Nov 2021 - Sep 2022

Mainly worked and handled alcoholic beverages behind the bar, effectively getting drinks out to patrons quickly. Experienced in basic cocktails and wines. Delivered friendly fast and efficient service, occasionally handling tables, and taking takeaway phone orders. Handled the till, looking

after regular payments and communications with customers. Handled any issues that would arrive effectively and efficiently. Left due to place closing.

Beverage Associate: Orange Tea Brisbane QLD, Oct 2021 - May 2022

Handled bubble tea drink orders and preparation of drinks.

Skills: • Customer service • Management • Team player • Excellent time management skills • Bartending • Communication • Attentive Service • Carry 3 plates.