
Lochlan Morgan-Banks
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Nationality: Australian

Professional Summary

Enthusiastic team member eager to contribute to team success through hard work, attention to detail and excellent organisational skills. I have a clear understanding of customer service and client satisfaction together with people skills gained by being a team member and leader within Life Saving and Scouts organisations. I am an organized and dependable candidate successful at multi-tasking and always demonstrate a positive can do attitude. I will take on additional responsibilities where required and I am willing to move outside my comfort zone to enable the team and company to succeed.

KEY STRENGTHS

- Diligent and hardworking.
- Keen attention to detail and can solve issues with positive outcomes.
- Leadership skills through Scouts where I achieved the highest badge possible in Australia that took two years to complete. Only a small percentage of Scouts pass this badge.
- Computer skills including Microsoft Office.
- Team player – I have developed this skill through school and by playing team sports such as hockey and soccer.
- First aid and CPR skills.
- Good listener who can empathise and adjust approach depending on the audience.
- Self-motivated – I like to always do my best in any situation.
- Articulate and adaptable.

CAREER HISTORY

July 2023 – May 2024 Lifeguard - TLC Aged Care

Key responsibilities

- Monitor the pool to ensure a safe environment for all patrons.
- Show alertness and demonstrate a sense of responsibility.
- Be proactive to stop incidents from occurring
- Monitor pool-related activities closely throughout shift and identify any safety issues
- Maintain a clean environment in and around the pool.
- Provide assistance to patrons when appropriate or necessary
- Be comfortable administering first aid or CPR where necessary

June 2021 - January 2023, Clover Thai & Japanese Restaurant – Part Time

Key responsibilities

- Customer service: Give warm greetings, help with seats, taking orders and making sure that the dining experience is welcoming.
- Order taking: Correctly log orders for food and drink, suggest items from the menu, and attend to special requests.
- Serving: Make sure all orders are delivered on time and accurately while maintaining a high standard of quality.
- Table maintenance includes clearing and resetting tables, replenishing beverages, and attending to patrons' needs during the course of the meal.
- Payment Handling: Use POS systems to effectively process invoices and payments.
- Cooperation: To guarantee a seamless service flow, work closely with the bar and kitchen workers.
- Help cooking and prepping entree dishes for customers
- Cleanliness: Keep the dining space neat and orderly while adhering to safety and hygienic regulations. Sweeping and mopping kitchen and eating area. Cleaning bathrooms.

April 2020 - Current, Referee & Coaching – Casey Panthers Soccer Club

Key responsibilities

- Assessed grounds, game conditions and equipment to guarantee a high standard of health and safety.
- Inspected uniforms, playing areas and equipment for quality checks to deliver professional standard to participants.
- Intricate knowledge of the rules based on FV handbook and the ability to apply the rules to a game situation.
- Built rapport with managers, players and assistant officiators by communicating confidently, clearly and efficiently.
- Professionally and calmly dealt with complaints during and after the events.
- Fairly and impartially judged soccer matches competitions, maintaining advanced knowledge of rules and regulations year on year.
- Coached cubs age group 4-6 years old
- Developed plans to improve skill sets of players.

October 2021 – December 2021, Scotch & Fillet Butchers – Christmas Casual

Key Responsibilities

- Customer service, taking customer orders and ensuring positive customer experience.
- Phone Service, taking orders via phone and preparing for customer pick up.
- Prepared meat for sale and making burgers, kebabs etc.

HOBBIES & INTERESTS

- Hockey
- Football
- Music
- Travel
- skateboarding

REFEREES

Referees will be provided upon request