





AMELIA SMITH

Personal details

-  **Name**
Amelia Smith
-  **Address**
London, UK
-  **Phone number**
+44 7700 123456
-  **Email**
example@cvmaker.uk

Skills

POS System Operation
Brewing Techniques
Inventory Management
Customer Service
Coffee Equipment Operation
Hygiene and Safety Standards

Languages

English ● ● ● ● ●

Enthusiastic and dedicated Barista passionate about delivering top-quality coffee and excellent customer service. With over 6 years of experience in speciality coffee shops, developing expertise in coffee beans, brewing techniques, and latte art. Skilled at fostering a welcoming atmosphere, utilising effective communication to engage with customers and understand preferences, and ensuring a personalised and memorable coffee experience.

Work experience

Barista 2019 - Present
Bean & Brew, London

Craft a variety of coffee beverages while consistently ensuring high-quality and consistent taste, engage with customers to understand their preferences and recommend suitable coffee selections. Oversee cash transactions and processing orders using the POS system. Provide training to t new staff members on coffee preparation, equipment handling, and customer service while meeting cleanliness and hygiene standards, all while managing cash transactions and processing orders using the POS system.

- Streamlined coffee preparation processes and reduced average wait times by 25%, contributing to a smoother workflow during peak hours and ensuring prompt service.
- Successfully improved customer satisfaction ratings by 15% within six months through attentive service, personalised coffee recommendations, and addressing customer preferences, resulting in enhanced loyalty and positive feedback.

Assistant Barista 2017 - 2019
Espresso Haven, Manchester

Contributed to preparing espresso-based drinks, managed inventory restocking, operated the cash register, and aided in training new staff members, all while maintaining customer satisfaction and enhancing the coffee shop experience.

- Achieved 98% accuracy rate in processing customer orders, significantly reducing instances of errors and ensuring a seamless service experience.
- Reduced average wait times by 20% through optimised teamwork and streamlined tasks, resulting in improved customer turnover and increased overall cafe efficiency.

Education and certificates

Diploma in Hospitality Management 2019
Manchester School of Hospitality, Manchester

Barista Training Certificate 2017
Manchester School of Coffee, Manchester