

# NAME

TITLE  
000-000-0000 / EMAIL / CITY, STATE, ZIP

## Profile

Dedicated Barista with five years of experience. Hold excellent customer service skills that have granted an average tip charge of 20%. Knowledgeable of various coffee-making methods and excel in latte art.

## Experience

### Barista- Kitchen Labs/ Location

MONTH YEAR - Present

- Welcomed customers and provided them with a friendly cafe environment. Offered a positive first impression by discussing the menu and recommendations.
- Recorded store inventory and communicated with Lead Barista to order new supplies and items.
- Prepared and served coffee, espresso, and cold drinks using an espresso machine. Used multiple coffee-making methods such as Moka pot, single brew, drip coffee, and French press.
- Served customers promptly and avoided delays by up to 10% using an efficient system. Applied customer service skills to de-escalate issues with customers.
- Rotated and replenished tables as customers filtered out. Kept tabs on labels of pastries and their expiration.

### Waitress - DIY Burger/ Location

MONTH YEAR – MONTH YEAR

- Greeted and seated guests promptly after arrival. Used a friendly manner during interaction to provide a welcoming ambiance.
- Took orders and completed financial transactions. Utilized a digital cashier application to keep track of orders.
- Communicated with back-of-house staff regarding orders and customer dietary specifications.
- Followed standard operating procedure per manager guidelines. Maintained hygienic practices during food delivery.
- Discussed menu items and ingredients with inquiring patrons. Received an average of 20% tip from customers.

### Project Experience

- Attended a catering event for a quinceañera. Served several foreign patrons and distributed beverages and dishes in a professional manner.
- Catered for a birthday party for children. Provided ideas to stay in theme with the “Charlie in the Chocolate Factory” theme like a Willy Wonka-sized chocolate fountain.

## Education

### Bachelor of Arts in Art History - University of Colorado Boulder

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

### DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

## Skills

### Expertise

- Verbal and Non-Verbal Communication
- Customer Service
- Latte Art
- Knowledgeable of Coffee-Making Equipment
- Arithmancy

## Licenses & Accreditations

### Licenses Licenses & Accreditations

- Undertaken Coffee Skills Program from Specialty Coffee Association