**Constance**

**Constance.373654@2freemail.com**

PROFILE

A diligent, hardworking and goal oriented barista professional committed to providing the best possible guest

experience by creating a warm and welcoming atmosphere for all of our customers, with the key aim of retaining and

attracting new clients.

EXPERIENCE

**Head Barista, Limetree Cafe & Kitchen**

**DUBAI, UAE** • **APR 2013 – JAN 2017**

• Responsible for preparing standardized recipe procedure across all café outlets

• Conducted training for both new and existing barista across all cafe branches

• Preparing barista related operational reports

• Taking initiative for routine timely maintenance of barista machine across all cafes

• Periodically checked perishable stock on bi-monthly basis and non-perishable stock on a monthly basis for every cafe

• Supervised cafe barista operations and ensure that baristas carry out their job duties in a responsible and efficient manner.

• Deliver excellent customer service, at all times

• Serve and present hot non-alcoholic beverages quickly and efficiently, meeting our standards

• Assist in keeping front-of-house and related public areas clean and tidy, at all times

• Keep up to date with current promotions and new products

• Make customers aware of offers on our great food and drink range

• Speak to customers to ensure that they are satisfied with their meals

• Maintain personal knowledge by completing in-house training and workbooks

• Always adhere to all company policies and procedures and licensing laws

• Be involved and contribute at team meetings

• Carry out instructions given by the management team and head office

**Restaurant Supervisor, Sea Coin Hotel**

**GOA, INDIA** • **NOV 2011 - FEB 2013**

• Assisted food preparers in order completion by informing chefs of client preferences and immediate response upon food call

• Responsibly overlooked the operation two sections of restaurant with punctual, friendly service for new and current customers

• Assisted managers in writing menu options and price adjustments.

• Produced direct mail pieces for current client base to increase sales

• Increased sales over 3% by consistently offering friendly service prompt response and creatively upselling high revenue menu items

**Head Bartender, Hippopotamus (Abu Dhabi International Airport)**

**ABU DHABI, UAE** • **DEC 2008 - SEP 2011**

• Managed nightclub operations and administration including scheduling, reports, inventory and Customer service

• Supervised staff of 10 employees

• Responsible for team development, communications, sales, profit and cost control management, conceiving

and implementing promotional campaign for Metropolitan Music Cafe & Ultimate Sports Bar

• Coordinate and oversee functions for over 700 guests and train dining and bar staff

• Responsible for good operation of a bar, receipt and inventory accountability

• Escort customers to their tables

**Bartender, Sai International**

**KARWAR, INDIA** • **OCT 2007 - SEP 2008**

• Mixed ingredients to prepare cocktails and other drinks.

• Displayed excellent customer service and cash handling skills

• Attended to customers’ needs on the bar and on the floor

• Served food to customers seated at the bar

• Checked customers' IDs to make sure they meet age requirements for alcohol and tobacco purchase and consumption

• Ordered Stock from various vendors and maintained an inventory of supplies.

• Coordinated banquets and functions for special occasion

**Waiter, Sizzling China**

**GOA, INDIA** • **FEB 2005 - OCT 2007**

• Assisted bartenders by stocking and restocking them with glasses, ice, liquor, garnishes and other supplies

• In charge of putting away inventory and maintaining the cleanliness of the bar

• As a bartender, duties included pouring cocktails for guests at the servers' tables, cash handling and waiting on guests at the bar

EDUCATION

**Diploma in Food and Beverage service from ODPS**

**Basic Computer’s course completed at LABS Institute**

**Completed SSC from Karnataka University**

PERSONAL DETAILS

D.O.B.: 15th December 1986

Nationality: Indian

Marital Status: Married

Visa Status : Visit Visa (Expiry : 20 Nov 2017);lko]p\ogto kmmlnm.j,nhhgz

DECLARATION

(I hereby declare, that the above information provided is true and correct to the best of my knowledge)

Date: \_\_\_\_\_\_\_\_\_\_\_

Place: \_\_\_\_\_\_\_\_\_\_\_