 **CURRICULUM VITAE**

Name : Josephine

Date of Birth : 3rd February 1988

Marital Status : Single

Languages : English & Kiswahili

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**CAREER OBJECTIVES**

Looking for a Cabin crew position to provide excellent customer service to passengers while ensuring their comfort and safety throughout the flight and supporting the team and management leading to a positive contribution to the company growth and achieve career advancement.

**WORK EXPERIENCE**

**January-2016 to date : SECOND CUP COFFEE COMPANY BAHRAIN.**

**Position : STORE MANAGER**

**Duties involved:**

* Demonstrate friendly and welcoming body language, greeting every customer with eye

contact and smile.

* Delivering excellent service to our customers through the food & drinks we serve.
* Analyze all guest needs and resolve customer care related issues to meet guest satisfaction.
* Proactively drives sales to increase company profit.
* Plan, organize, direct, control and evaluate daily operations of the store.
* Representing the company in various events and exhibitions.
* Training and motivating my staff to perform above their average level.
* Responsible in weekly and monthly inventory.
* Making daily requisition Orders.
* Ensuring health and safety standards are adhered to.

**August 2014- Dec 2015 :** **COSTA COFFEE, BAHRAIN. Working as Assistant store Manager (Barista maestro)**

**Duties involved:**

* Acknowledge the customers and recognize their needs, adapting my service style to suit each customer type.
* Supporting the customers throughout their journey in the store.
* Communicate with the team to ensure smooth and accurate delivery of customer's order.
* Train and accredit all new staff to barista level.
* Brief team on any changes of drink recipes and the launch of any seasonal drinks.
* Be knowledgeable and passionate about Costa products and able to answer customer queries and questions around food & coffee.
* Leading shifts when assigned by the store Manager.
* Preparing food analysis and weekly reports

**ACHIEVEMENTS:**

* From Barista level to Barista Maestro
* DECEMBER 2014: Best employee of the month
* JUNE 2015: Best employee of the month
* OCTOBER 2015: Best employee of the month
* MARCH 2016: Certified Café Expert **Second Cup Coffee Company.**
* APRIL 2016 to date: Store Manager **Second cup coffee Company**.
* Representing the company in Barista Champion Bahrain 2017.

**Industrial Attachment**

**April 2013-Sept 2013 : Moi International Airport**

**-** Customer service**.**

**Nov. 2013- Feb. 2014 :**  **Sairock Beach Hotel**

Exposed in the following areas -F&BService / Bar, Front office, Kitchen & Housekeeping**.**

**May 2011-May 2012 :** **Libra Food Products Ltd**

**Worked as Senior Sales executive**

**Duties involved**

* Greeting and welcoming the visitors.
* Dealing with customer complaints professionally & with restraint.
* Being persistent under pressure & maintaining a keen awareness of the customer’s needs.
* Close as many deals and transactions as possible.
* Process cash and credit cards transactions for the customers.
* Taking stock inventory.

**June 2007 – Dec 2010 : Choice Bakeries Ltd**

**Worked as Receptionist cum junior clerk.**

**QUALIFICATIONS**

**May 2012-Jan 2013**  : **Mombasa Aviation Training Institute**

**Diploma in Airline Cabin crew**

**Units covered:**

* Travel general knowledge.
* Customer service.
* The cabin crew profession.
* Aircraft familiarization.
* Flight information
* Safety & emergency procedures.
* Dangerous goods.
* Communication skills.
* Restaurant service.

**May 2010- July 2010 : Certificate in Computer Systems & Applications**.

**EDUCATION BACKGROUND**

**2002-2005** : **Oloirien High School**

**ACQUIRED SKILLS**

**14th Sept 2014**              : Certificate of completion in BASIC HEALTH AND                                                             SAFETY.

**29/11/2017** : Bahrain Driving License.

**HOBBIES/ INTERESTS**

* Making new friends
* Travelling
* Making coffee
* Swimming

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