***Curriculum Vitae***

***DESIRED POSITION: BARISTA***

**Felix**

Email: [felix.382489@2freemail.com](mailto:felix.382489@2freemail.com)

***Objective:***

To work in an environment which offers a growth opportunity to share my knowledge and skills with others, participate and work towards the satisfaction of my management as per my job description.

***Academic Credentials:***

‘A’ Level

‘O’ Level

(Uganda Advanced Certificate of Education)

(Uganda Certificate of Education)

***Gulf Experience:***

**Company:**

Post:

Duration:

**HEMAYA** SECURITY SERVICES

Safety Supervisor

June 2015 to April 2017

Doha(Qatar)

***Non-Gulf Experience***

**Company:**

Post:

Duration:

**Mr. Coffee CAFE**

BARISTA

December 2012 to June 2014

Kampala(Ug)

**Company:**

Post:

Duration:

**HOTEL SOJOVALO**

WAITER

March 2010 to November 2013

Kampala (Ug)

***Duties Performed.***

**AS A BARISTA:**

* Welcomes customers by determining their coffee interests and needs.
* Educates customers by presenting and explaining the coffee drink menu; answering questions.
* Sells coffees and coffee grinding and brewing equipment by explaining differences in coffee beans and coffee preparation machines; demonstrating how brewing equipment operates.
* Prepares and sells coffee drinks by following prescribed recipes and preparation techniques for coffee drinks, such as, expresso, expresso lungo, caffe latte, and cappuccino.
* Generates revenues by attracting new customers; defining new and expanded services and products.
* Maintains inventories by replenishing coffee bean supply; stocking coffee brewing equipment; maintaining supplies, pastries, and cookies for coffee bar.
* Keeps equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repair

**AS A WAITER**:

* Welcoming and receiving guests with smile. Ensuring guest satisfaction plus answering queries from guests
* Demonstrating menu knowledge-Answering questions-Up selling specialty items-Describing dishes-Taking orders.
* Bringing extra items requested by guests (ranch, bbq sauce etc.)
* To react to all guests requests positively and deal with them appropriately
* Thanking the guest for coming in and assisting in any other ways
* Deliver beverages and food in a timely manner.
* Check-in with guests to ensure that everything is going well.
* Clear dirty dishes from table.
* Refill beverages throughout the meal.

***Professional Experience:***

***Competencies:***

* Have excellent numeracy, literacy and organizational skills
* Excellent customer/client relationship management.
* Ability to follow processes and procedure accurately.
* Experience of Excel and other specialist stock tracking software.
* Strong problem solving skills.
* A comprehensive understanding of safety procedures.

***Personal Details:***

Nationality: Ugandan

Date of birth: 09/ May/1993

Marital status: Single

Languages proficiency: English

Visa status: Tourist Visa