



PROFIL

Dynamic and motivated professional, passionate about the hospitality industry and customer service. With a strong ability to adapt and keen attention to detail, I am ready to contribute to a dynamic work environment where service quality and customer satisfaction are essential.

CONTACT

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INTERESTS

Cooking and gastronomy
Music and arts
Team sports
Technologies and digital tools

SKILLS

- Mastery of coffee preparation techniques
- Knowledge of different types of coffee
- Customer service skills
- Order and time management
- Stock management

BASSEM MASSOUDI

Barista & Cashier

EDUCATION

Baccalaureate in Economics and Management – Lycée des Journalistes
2020-2021

Ability to plan and prioritize tasks effectively, manage time, and coordinate activities to achieve set objectives.

Professional Aptitude Certificate (CAP) – Ministry of Employment and Vocational Training
2023-2024

Training focused on hot beverage preparation, cafeteria equipment management, and customer service techniques.

Training Certificate – Hejer Hamouda Vocational Training Center
2022-2023

Specialized training in cocktail preparation, mixology techniques, and professional beverage service in a dynamic environment.

PROFESSIONAL EXPERIENCE

Café Restaurant La reine Ariana, Cashier
2024- Present

- Process payments in cash, by credit card, or other means, ensuring the accuracy of amounts.
- Greet customers at the counter, take their orders, and relay them to the servers or kitchen.
- Ensure that orders and payments are correctly recorded in the system.

Café 716 Elmanzah Barista
2022-2024

- Greet customers, take their drink and snack orders, and answer any questions about the menu.
- Use espresso machines, coffee grinders, steam wands, and other barista equipment to ensure optimal preparation.
- Maintain cleanliness of the workstation, counter, and beverage preparation areas..