

Hyoan Moon

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- Specialized in flight service
- I have 1 year of experience working in the service industry
- Passionate about building strong customer relationships
- Dealing with customer complaints
- Possess a positive attitude
- I am eager to learn new culture

Personal Details

Highest Level of Education: Bachelor's Degree

Work Experience

Cashier/Customer Services/Barista

The Danish Pastry House- Yorkdale - Toronto, ON

September 2021 to May 2022

- Greeted and served an average of 250+ customers daily and friendly service in a fast-paced environment.
- Operate semi-automatic espresso machines.
- Created a new seasonal specialty coffee drink recipe. (ex-Spice pumpkin latte, mint chocolate latte, seasonal mocha).
- Accepted delivery of pastries each morning and organized the pastry case.
- Memorized tastes of loyal customers as well as their names.
- Trained new employees in store policy and procedures.
- Educated customers about new drink options or recommendations based on their likes and dislikes.
- manage ingredients meticulously and make first-in-first-out decisions.
- made a sandwich according to the designated recipe.
- Demonstrated food and drink beverage knowledge.
- Sanitized coffee equipment multiple times during each shift; consistently maintained store cleanliness.

Cashier/Customer Service

K Seoul Hotdog - Toronto, ON

June 2021 to October 2021

- Assisted 200+ daily customers with checkout, answering outstanding questions.
- Collaborated with 8 other coworkers, offering assistance to other teammates during busy times.
- Carried out all transactions on the cash register, including cash, checks, card payments, and refunds.
- Regularly trusted to open and close the store, including balancing the cash drawer.
- Successfully handled customer complaints by resolving issues and offering discounts when appropriate, with the manager's approval.

Cashier/Customer Services/Barista

Tous Les Jours - Seoul

April 2020 to January 2021

- Operate both manual and semi-automatic espresso machines
- Created new seasonal specialty coffee drink recipe
- capable for latte art with beautiful patterns in order to build loyal customers
- Greeted and served an average of 200+ customers daily and friendly service in a fast-paced environment
- Greet customers and resolve customer inquiries
- Responsible for dismantling, organizing, and cleaning register station after close

Education

Ontario College Advanced Diploma in SOFTWARE ENGINEERING TECHNOLOGY

Centennial College - Scarborough, ON

September 2021 to Present

AEC / DEP or Skilled Trade Certificate in Service Excellence for Business Diploma

ILAC International College - Toronto, ON

February 2021 to Present

Bachelor's Degree in Flight service

Seoyeong university - Gyeonggi-do

February 2017 to February 2021

Skills

- Communication skills with a focus on customer service
- Cardiopulmonary Resuscitation
- Handle cash and card operations
- Cashiering

Languages

- korean - Fluent
- English - Intermediate