

William B. Kirkland

Barista

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Summary

Friendly and fast-working barista with 2+ years of experience working at busy chain cafes in the Sheboygan Falls area. Skilled in customer service, coffee and food pairing, and inventory management. Knowledgeable on 40+ coffee varieties from around the world. Seeking to leverage exceptional service and dedication to great coffee to become the barista shift supervisor at Grand Cafe.

Experience

Barista & Cafe Server

Costa Coffee, Sheboygan Falls, WI

June 2018–October 2019

Key Qualifications & Responsibilities

- Took coffee, food, and other beverage orders and prepared them for customers quickly and effectively.
- Maintained a clean and professional appearance and dining area for guest satisfaction.
- Delivered excellent customer service and prompt food and beverage delivery.
- Washed dishes and restocked the bar line for continued fast service capabilities.

Key Achievements

- Achieved a 99.3% guest satisfaction score over a 1-year period based on receipt surveys.

Crew Member

Dunkin Donuts, Sheboygan Falls, WI

May 2017–June 2018

Key Qualifications & Responsibilities

- Greeted guests in a friendly manner as they entered the store and informed them about daily coffee and food specials.
- Took customer orders and entered them into the point-of-sale system.
- Created coffee and other beverages and prepared food products.
- Kept the restaurant, line, and backroom clean and tidy at all times.

Education

Majoring in Culinary Arts

Wisconsin Culinary College, Sheboygan Falls, WI

Anticipated Completion: 2022

Relevant Coursework: Culinary Fundamentals, Breakfast, Brunch, and Lunch, Baking and Pastry Skill Development, Food Safety, Hospitality and Customer Service, Beverage Operations Management, Sanitation and Safety, Pastry Techniques and Artistry.

High School Diploma

Sheboygan Falls High School, Sheboygan Falls, WI

Skills

- Friendly customer service
- Milk & latte art
- Coffee brewing & extraction
- Food and beverage pairing
- Food inventory management

Certificates

- Barista Guild Certification Level 2, The Barista Guild of America