

Galima Patrick Ace

Phase 3, Pkg 3, Blk 66, Lot 26, Bagong Silang

Caloocan city, 1428

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11/08/24

Dear Hiring Manager,

I am excited to apply for the Head Barista position at your company with over a year of experience in the coffee industry and a passion for delivering high-quality beverages and customer service. I am confident in my ability to lead your barista team effectively while enhancing customer experience. In my current role as a Head Barista at Solstice Coffee and Sales Representatives at The Coffee Junkie, I have honed my skills in creating specialty drinks, maintaining high standards of cleanliness, and training new team members. My focus on teamwork and consistent communication has led to a more productive and harmonious environment, which has improved our overall customer satisfaction. Additionally, I am adept at managing inventory, ordering supplies, and handling daily cash transactions, ensuring efficient operations even during peak hours.

Thank you for considering my application. I look forward to the opportunity to discuss how my background, skills, and passion for coffee could make me a valuable addition to your team.

Sincerely,
Galima Patrick Ace

Galima Patrick Ace V.

Contact: (+63) 9225327065

Email: patrickace.galima@neu.edu.ph

Skills

- Barista mentoring
- Specialty drink preparation
- Basic Latte Art
- Safe Food Handling
- Espresso machine operation
- Menu Memorization
- Menu development
- Cleanliness Enforcement
- Hygiene standards
- Inventory Management
- Food Safety Compliance

Professional Summary

Outgoing and friendly Barista with excellent interpersonal communication strengths. Solid experience processing payments, handling food and meeting customer demands with diligent and well-organized mentality. Certified in safe food handling.

Experience

Head Barista | Solstice Coffee

Solstice Coffee, Langit Rd, Tala, Caloocan - September 2023 - Current

- Lead a team of baristas in a fast-paced environment, ensuring high-quality customer service and efficient operations.
- Trained new employees on cafe policies, beverage preparation, and customer service standards to maintain a high level of performance.
- Provided expert guidance on coffee beans selection, grinding methods, brewing techniques, and equipment usage to enhance overall customer experience.
- Developed a loyal customer base by fostering strong relationships and consistently delivering high-quality beverages.
- Manage inventory and supply orders, maintaining stock levels and reducing waste.

Sales Representative | The Coffee Junkie

Solstice Coffee, Langit Rd, Tala, Caloocan - January 2021 - Current

Product Knowledge

- In-depth understanding of Gemilai espresso machines, including specifications, features, and benefits.
- Ability to explain the technology and performance advantages of Gemilai products compared to competitors.

Customer Engagement

- Strong interpersonal skills to build rapport with customers and understand their needs.
- Proficient in asking questions and listening actively to identify customer preferences and requirements.
- Presentation Skills: Comfortable presentation to groups, whether in-store demonstrations or trade shows.

Negotiation Skills

- Proficient in negotiating pricing, terms, and conditions to reach mutually beneficial agreements.
- Ability to present and justify pricing structures effectively to close deals.

Sales Techniques

- Expertise in consultative selling methods to tailor presentations and solutions to individual customers.
- Ability to handle objections effectively and convert leads into sales through persuasive communication.

Education

Tertiary: New Era University

Bachelor of Science in Computer Science (Undergrad)

Secondary: Bagong Silang High School Caloocan city

Primary: Silanganan Elementary School Bagong Silang Caloocan city

Additional Information

Nationality: Filipino

Status: Single

Age: 24

Address: Phase 3, Pkg 3, Blk 66, Lot 26, Bagong Silang Caloocan city.

Reference

Choy Vitug

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Samantha Torda

63+ 9663760608

Co-owner | Solstice Coffee

Co-owner | The Coffee Junkie