**Summary**

To achieve a challenging and responsible position in retail business that fosters creativity and innovative ideas through flexibility and freedom to work towards organizational goals for a Quality customer Services and benefits coupled with Career orientation. Passionate about sales and merchandising. Eager to join a dynamic team that rewards initiative and high quality service.

**Key Skills**

|  |  |
| --- | --- |
| * Customer-orientated. * Quick learner. * Friendly and helpful. * Carbonated beverage dispenser cleaning and maintenance. * Fluent in English and Gujarati. | * Organized multi-tasker. * Exceptional customer service. * Excellent people skills. * Upselling. * Fast and efficient service worker. * Restaurant operations. |

**Experience**

**Barista 04/2010 to 09/2016**

**Costa Coffee - At Gatwick Airport, UNITED KINGDOM**

* Demonstrated integrity and honesty whilst interacting with guests, team members and managers.
* Greeted customers and provided excellent customer service.
* Maintained high standards of customer service during high-volume, fast-paced operations.
* Built loyal clientele through friendly interactions and consistent appreciation.
* Cross-trained and coordinated scheduling with team members to ensure seamless service.
* Prepared handcrafted coffee.
* Prepared all orders within a time frame.
* Handled currency and credit transactions quickly and accurately.
* Followed food safety procedures according to company policies and health and safety regulations.
* Strictly followed all cash, security, inventory and employment policies and procedures.
* Reported to each shift on time and ready to work.
* Self-motivated with a ‘can do’ attitude.

**Awards**

**Barista of the Month.**

Has been awarded two to three times **Barista of the month** by the Managements Team.

**Customer Compliment.**

Had an award and compliment from RDM and customers for delivering great customer services.

**Education**

**M.B.A (Master of Business Administrations in Marketing.) 06/2011 TO 09/2013**

Trinity Saint David (University Of Wales),

London UK.

**B.a (Bachelor of Arts.) 03/2004 TO 06/2007**

Hemchandracharya North Gujarat university,

Gujarat, INDIA.

**Certifications**

**Post Graduate Diploma in Computer Science and Application. 07/2007 to 12/2007** Ganpat University, Kherva, Gujarat, India.

**References**

**Sylva Cardew – Store Manager Costa Coffee Gatwick South Arrivals(United Kingdom):**

Email: [sylvagene.cardew@gmail.com](mailto:sylvagene.cardew@gmail.com)

* **More References can be provided upon request.**