

# RACHEL GRAVES

## PERSONAL PROFILE

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I am a hard-working and well-organised worker, with a drive to go above and beyond for the customer, presenting a high quality of service through excellent communication and standards. My passion for coffee drives me to participate in competitions, and to seek additional training. As a result, I am qualified by the Specialty Coffee Association to Intermediate level. I thrive in challenging shop environments, able to foresee and address issues before they arise, or before I am asked, including those of health & safety, food standards and product presentation. I am keen to challenge inefficiency that may exist due to inertia, and apply new approaches where they may appropriate.

I am currently studying full-time and looking for a barista position on Sundays, with some additional availability before and after Christmas.

## EDUCATION AND TRAINING

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### **BARISTA SKILLS INTERMEDIATE**, SPECIALTY COFFEE ASSOCIATION, AUGUST 2019

Extraction theory, workflow, professional tasting, brew recipes, and financial management scoring 99% on my practical and 92% on the written. Complimented for excellent latte art and foam quality using milk alternatives.

### **BARISTA SKILLS FOUNDATION**, SPECIALTY COFFEE ASSOCIATION, JULY 2018 - AUGUST 2018

Technical skills around brewing coffee and steaming milk; theory relating to coffee menus, extraction and coffee origin; workspace management, hygiene & safety, cleaning and maintenance.

### **SPECIALTY BARISTA TRAINEESHIP**, WELL GROUNDED, JULY 2018 - AUGUST 2018

Barista skills foundation content, sensory development, brewing techniques, basics of roasting theory, latte art development, interpersonal skills such as resilience, teamwork, collaboration, and self awareness.

## EMPLOYMENT HISTORY

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### **BARISTA**, GATHER & GATHER, MAY 2019 - NOVEMBER 2019

Working in one of the Lloyd's flagship office buildings with over 1500 people, two coffee bars, a restaurant, and retail. Duties include:

- Serving a single origin specialty coffee made exclusively for Gather & Gather by Union Coffee Roasters.
- In the absence of my supervisor and manager I was guiding my colleagues in what to do, keeping them on top of health and safety and making sure service was going well.
- I was Lloyd's best barista and a semi-finalist in the G&G's barista of the year competition.
- Running the coffee bar located in the building's reception solo in the absence of its full-time employee.

### **BARISTA**, CRISIS COFFEE FINSBURY PARK, JULY 2019 - PRESENT

Working in one of Crisis's coffee shops with a retail location.

- Overseeing the running of the coffee from tills, cakes, customer service, opening and closing of the cafe while the head barista was on holiday.
- Serving a single origin coffee made exclusively for crisis by Volcano Roasters.
- Occasionally helping out with other duties related to the charity shop, like processing donations of books and clothes.

**HOME BARISTA TRAINER, WELL GROUNDED, MARCH 2019**

- Deliver Home Barista Training to visitors at the London Coffee Festival on behalf of Well Grounded in collaboration with La Marzocco.
- Instruct the basics of making espresso and steaming milk and pouring basic latte art on a Linea Mini.

**STUDIO ASSISTANT, DRAGONFLY YOGA, 2018 - 2019**

- Open and close the studio, changing room, toilets and shower room.
- Ensure everything is clean, tidy, and relaxing for visitors.
- Tidy between classes ensuring the correct mats and equipment are put out for the next class while also signing people in for their next class, taking payments, answering queries and assisting teachers with any needs.

**BARISTA, REDEMPTION ROASTERS, 2018**

- Produce high quality specialty coffee ensuring each drink has beautiful latte art.
- Prepare batch brew, make v60s to order following the correct recipe for each of our different coffees.
- Prepare the hot food menu, perform barback duties, open and close, ensure beautiful shop presentation at all times.

**BARISTA, BEATS AND GRIND, 2018**

- Produce high quality specialty coffee to order from a van parked outside of Catford bridge train station during rush hour with limitations in equipment (no sink/jug rinser/scales/timer).

**BARISTA, SPARROW, 2018**

- Working as the barista in a restaurant serving Origin's espresso blend using a Rocket Espresso machine.
- Opening for service, running coffee in the absence of the head barista.

**FRONT OF HOUSE, ESPRESS YOURSELF, 2018****FRONT OF HOUSE, DARK FLUID COFFEE, 2017****HOBBIES AND INTERESTS**

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My interests include nutrition and health, including mental wellbeing. I practice yoga and bouldering. I make a variety of specialty coffees at home including V60 and AeroPress for myself and up to 40 other residents. I also attend additional coffee training days at Well Grounded to expand my skill set. I recently started volunteering as a barista for the social enterprise *Crisis Coffee*, a great way to work for a good cause, doing something I love. I have enjoyed coaching others through Well Grounded and at the London Coffee Festival.