



JO BROWN

Trained & Experienced Barista

Profile

A friendly and dynamic hospitality professional with a strong track record in coffee. I am highly adaptable, able to think on my feet and remain calm and efficient in high-pressure situations. I'm able to demonstrate commitment & maturity in professional environments, with an excellent standard of customer service.

Core Skills

- **Customer Service** - my friendly demeanour coupled with robust understanding of customer experience allows me to deliver world-class service.
- **Coffee Preparation** - an excellent knowledge of coffee, particularly espresso, including; grind & dose, latte art, pressure and temperature regulation
- **Food & Beverage Hygiene** - through my extensive experience in the hospitality sector I have developed a good understanding of food hygiene regulations
- **Communication** - my strong communication skills not only allow me to navigate the difficult conversations that are common in the service industry, but also to build trusting relationships with colleagues & customers.

References

Boris Cortes - General Manager @ Pret A Manger

Jamie Dodge- Manager at Blue Diamond Restaraunt
07548800103

+447426 614508

@ joannaabrown16@gmail.com

Birmingham, UK

Core Skills

Customer Service



Espresso Preparation



Food & Beverage Hygiene



Communication



Education

BSc. (Hons) Psychology
Birmingham City University
2021 - date (*currently studying*)

Carshalton Girls School
9 GCSEs A*-C
2 A-Levels
Photography (B), Psychology (B)
BTEC L3 Health & Social Care
(*Distinction**)

Career

Feb 2022 – July 2022

Café Nero

Barista and Shift Leader

- Performed daily opening and closing routine including cash up, and security procedures.
- Built and nurtured customer loyalty by remembering personal preferences.
- Used excellent memorisation skills to maintain extensive drinks menu, ingredients and recipe knowledge.
- Created speciality drinks according to exact customer requests and preferences.
- Controlled strict First In First Out (FIFO) inventory practices to ensure team labelled, priced and dated stock accurately and minimised food waste.

Sep 2020 – Jan 2022

Blue Diamond, London

Barista/Front of House

- Trained new and junior staff members on coffee-making techniques, including grinding, steaming and latte art.
- Produced high volume coffee orders quickly and accurately, effectively meeting customer demand.
- Managed peak cafe hours effectively, creating and delivering drinks swiftly to maintain efficient service.
- Maintained good food and drink stock levels to meet customer demand whilst limiting waste.
- Kept a clean, organised cafe workspace, enabling and encouraging co-workers to do the same.

June 2018 – September 2019

Pret A Manger (Wimbledon)

Barista

Working in a busy central Wimbledon store, right next to the train station as a Barista/Team Member. Responsible for coffee preparation and customer service according to Pret's brand standard & food hygiene regulations.

- Recognised by my manager after just a couple of months through excellent performance.
- Attended paid training with Pret Academy and achieved a Level 5 Professional Barista qualification.
- Full-time role working on shifts with opens as early as 05:30am and closes as late as 22:30pm.

Oct 2017 – March 2018

Harrods (Knightsbridge)

Sales Assistant

- I learnt how to exceed expectations to deliver the highest standards of customer service
- As a sales assistant, I worked successfully on developing my understanding of customer focus, client telling, product knowledge and presenting myself as a reliable and enthusiastic employee.
- My role took part in the toys department where I was responsible for working independently as well as part of a team to create an entertaining and magical atmosphere and environment for the customers.