

Shanice Jones

Barista - West Hills Honda

Bremerton, WA

shanice.jones@thecoffeeoasis.com - 360 473 3844

Problem-solving professional trained in customer service methods and sales techniques. Looking to bring further success to a restaurant as an energetic, friendly Waiter.

WORK EXPERIENCE

Barista

West Hills Honda - Bremerton, WA -

September 2017 to Present

Maintained and operated espresso machines, blenders, commercial coffee brewers, coffee pots and other equipment.

Cleaned counters, machines, utensils and seating areas daily.

Followed proper standards for product freshness, food safety, weights and measures, refrigeration and sanitation.

Bussed and reset tables and kept dining room and work areas clean.

Assisted in cashiering and Point of Sale (POS) system procedures during busy hours.

Barista

Dive-Thru - Bremerton, WA -

August 2017 to January 2018

Complied with standards for merchandising, stocking and storing product.

Made and served several café beverages per day with speed, quality and consistency.

Maintained regular and consistent attendance and punctuality.

Controlled line and crowd with quick, efficient service.

Opening Barista/Kitchen Lead

The Coffee Oasis Naval Cafe & Drive-Thru - Bremerton, WA -

February 2016 to August 2017

Maintained clean dining room, lobby and service areas at all times.

Handled money, balanced tills, processed credit card payment batches and prepared bank deposits.

Skillfully promoted items on beverage lists and restaurant specials.

Followed checklists for shift start and end to help with smooth transitions.

Developed and demonstrated skillful and creative latte art to engage customers.

Trained new team members with positive reinforcement and respectful, encouraging coaching.

Prepared coffee, straightened up chairs and table, opened register and carried out other opening duties.

Red Cross Teen Action Helper

American Red Cross - Bremerton, WA -

June 2011 to June 2012

Superior skills in volunteer activity coordination
Design accurate & up to date diagrams for safety lessons
Answering phones & recording messages
Directly teaching first-aid & CPR to young ages groups (8-14 years old)

EDUCATION

High School Diploma in education

Olympic High School - Bremerton, WA

2012

SKILLS

Microsoft Office (Office Assistant) (3 years), Student Helper (3 years), Customer Service, Shift Supervisor

CERTIFICATIONS/LICENSES

National Honor Society

March 2011 to Present

Make A Change College Success Foundation

July 2014 to Present

Washington Govenor's Scholar

May 2012 to Present

Food Handler

May 2017 to May 2019

MAST

August 2015 to September 2020

Mandatory Alcohol Service Training

ADDITIONAL INFORMATION

Quick Learner

Organized Multi-tasker

Friendly & Helpful

Customer Oriented

Good with numbers & Math

Fast & Efficient