Attention to Detail, Cash Handling, Coffee Preparation, Communication, Company Policy, Energetic, Ensuring Compliance, Friendliness, Inventory Management, Maple, personalized customer service, Proven Ability, Stocking Shelves, Teamwork, Time Management

**Sarah Green**

**Contact Information:**

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**Professional Summary:**

Enthusiastic and dedicated barista with 3 years of experience working at Costa Coffee. Known for excellent customer service skills, attention to detail, and a positive attitude. Adept at preparing a variety of coffee drinks, maintaining cleanliness, and handling cash transactions efficiently.

**Education:**

**Springfield High School**

* GCSE in English, Grade C
* Completed: 2018

**Professional Experience:**

**Costa Coffee** *Barista*  
*Manchester, UK*  
*2019 - Present*  
As a barista at Costa Coffee, I am responsible for preparing a variety of coffee drinks, providing excellent customer service, and ensuring a clean and welcoming environment for customers. My role requires strong communication skills, attention to detail, and the ability to work efficiently in a fast-paced setting.

* **Key Responsibilities:**
  + Preparing and serving a range of coffee drinks, including espressos, lattes, cappuccinos, and specialty beverages.
  + Greeting customers, taking orders, and providing friendly and efficient service.
  + Handling cash transactions, operating the POS system, and balancing the till at the end of shifts.
  + Maintaining cleanliness and organization of the coffee shop, including cleaning equipment, countertops, and seating areas.
  + Assisting with inventory management, including restocking supplies and reporting shortages to the manager.
  + Ensuring compliance with health and safety regulations and company policies.

**Summerhill Bakery** *Sales Assistant*  
*Manchester, UK*  
*2018 - 2019*  
In my role as a Sales Assistant at Summerhill Bakery, I provided customer service, managed cash transactions, and maintained store cleanliness. This position helped me develop strong communication and customer service skills.

* **Key Responsibilities:**
  + Assisting customers with their purchases and providing product recommendations.
  + Handling cash and card transactions, ensuring accuracy and efficiency.
  + Maintaining cleanliness and organization of the store, including stocking shelves and cleaning display areas.
  + Assisting with inventory management and restocking supplies as needed.
  + Supporting the team with various tasks to ensure smooth store operations.

**Skills:**

* **Customer Service:** Strong ability to provide friendly, efficient, and personalized service to customers.
* **Coffee Preparation:** Skilled in preparing a variety of coffee drinks and operating coffee-making equipment.
* **Cash Handling:** Proficient in handling cash transactions, operating POS systems, and balancing tills.
* **Communication:** Excellent verbal communication skills, with the ability to interact effectively with customers and team members.
* **Attention to Detail:** Meticulous in maintaining cleanliness and organization in the workplace.
* **Teamwork:** Proven ability to work collaboratively with colleagues to achieve common goals.
* **Time Management:** Capable of managing time effectively to complete tasks efficiently in a fast-paced environment.

**Qualifications:**

* **Food Safety Certificate:** Completed a food safety training course to ensure compliance with health and safety regulations.
* **Customer Service Training:** Participated in Costa Coffee’s customer service training program to enhance service skills.