



Viola Josephine Hestbech

I'm a kind, calm and casual girl from Copenhagen, who's passionate about the environment, food and travels with a capital T. I currently live right on the border between Østerbro and Nørrebro, which is lovely, because downtown Nørrebro is where I'm studying Multimedia Design in the international class, going on third semester. In my free time, I love to watch comedy movies and series and read interesting books and articles, though I spent most of my time either working or going to school. I've been mostly plant based for about 5 years and have a passion for health and feeling good, though I do also have a sweet spot for a good affogato ice cream or the occasional greasy burger from Souls Surf Shack in Torvehallerne. In a few years, I'll probably be cruising southern Europe in a campervan, or studying sociology/psychology somewhere in Denmark 😊

After high school, I decided to pack my bag and go to Australia, India and Indonesia for 8 months to work and travel, which was an incredible experience. After that, I came home and began working at Lagkagehuset, in the airport, one of the busiest stores in the chain, as a barista and cashier, where I was quickly promoted to floor manager. I have worked there for about 2,5 years now and I absolutely love the buzzing and excited atmosphere, as well as the international environment in the airport. However, last year, I decided that I also wanted to work somewhere that agreed a bit more with my values about sustainability and health, so I applied at The Organic Boho in Christianshavn, where I worked for about half a year, until they, unfortunately, went bankrupt due to corona inflicted financial issues.

As an employee I am happy, outgoing and it's clear that I love my job and being social with the customers.

I have about 5 years of experience in the hospitality industry, mostly in coffee shops and cafes, as well as 4 months fulltime work as a salesperson for a solar panel company in Byron Bay, Australia. Having worked in the industry since I was 15, I feel very comfortable speaking with customers, steaming and making coffee, taking responsibility and problem solve, work through a busy rush, as well as be in and create a great team-based work environment.

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COMPETENCES

5 years of barista experience

General cleaning skills

Developed communication- and customer service skills

Fluent in English, as well as ability to understand most accents and dialects

Experienced in end of day cash counting

LANGUAGES

Danish – Mother tongue

English - Fluent

WORK EXPERIENCE

The Organic Boho, Christianshavn, Denmark – *Waitress/barista*

June 20120 - October 2020

I started working for the Organic Boho, because I liked some of the things they promoted, such as a plant based, organic and sustainable menu. I had a great time there, but was unfortunately let go when the company closed its doors at the end of last year. The experience did, however, develop my waitress- and barista skills further, as well as keep my English language practiced, with most of both employees and customers being international.

Lagkagehuset, Copenhagen Airport, Denmark – *Floor manager/ Barista*

March 2019 - Present

As a floor manager in one of Denmark's busiest Lagkagehuset shops, I am responsible for the daily overview and for a well-functioning store when I am the leader in charge. I very much adore the international environment and the social encounters that is a big part of my job in the airport. Out there, I am given the chance to further develop my coffee skills, by attending coffee courses and making hundreds of lattes and flat whites for the thirsty passengers of Copenhagen airport. I am also often asked to come in when the store manager can see that an employee with strong coffee skills is needed for a shift.

Due to the unusual working hours at the airport, I am given the opportunity to prove my punctuality and my commitment. Working there, has given also me the ability to handle and stay calm through hour-long rushes of customers.

Smart Energy Group, Byron Bay, Australia– *Salesperson*

August 2018 - December 2018

My job as a telemarketer included informing and negotiating with homeowners in North-eastern Australia, that an energy expert come to their house and look at potential opportunities for installation of solar panels on their property, so they could save money on their electricity bill, long term. As a salesperson, I learned different sales techniques, as well as further development of my English language and -pronunciation, and a solid Australian accent, when needed☺ I learned that people buy from people that they like and that it can be beneficial to grab their hand and guide them rather than push a product onto them. It was important for me that I supported a sustainable product, and thus I had a great time with the company, but unfortunately had to leave to celebrate New Years/Christmas in India and Bali with friends and family. I was offered a job, should I ever come back to Byron.

Espresso house, Valby, Denmark – *Barista/”aspirant”*

February 2015 - January 2018

From I was 15 to 18, I worked for the largest coffee chain in Scandinavia, formerly known as Baresso. As an “aspirant”(below 18yo), I learned the basics of selling coffee and food, handling customers, using the cashier, and general cleaning. When I turned 18, I was

trained as a barista, and learned to steam and make coffee, according to their standards. I was also trained in counting the cash at the end of the day, and being in charge when I had shifts, as well as having the general overview and responsibility when I was there. The feedback from colleagues and customers was overall positive and I was Employee Of The Month several times.

UDDANNELSER

KEA (Copenhagen School of Design and Technology), Copenhagen, Denmark – *AP in Multimedia Design Int.*

August 2020 - June 2022

I'm currently studying Multimedia Design at Copenhagen School of Design and Technology. I'm learning how to create digital solutions, with a focus on graphical- and web design, as well as content creations for digital medias. Furthermore, on our third semester, I have selected to specify the direction of the course, by picking the Digital Design and Content elective. This elective focuses on journalism, content, storytelling, qualitative research, web features, as well as marketing and e-commerce.

Niels Brock IBB, Copenhagen, Denmark – *International Business Baccalaureate*

August 2015 - June 2018

In Copenhagen, I went to Copenhagen Business College. There, we had a specific focus on business, however, I also graduated courses, such as, psychology and market communication, et cetera. The school has a focus on internationality and I studied and graduated all courses in English. Every year, we had an exchange stay to another country.

Algonquin College, Ottawa, Canada – *Exchange stay*

January 2017 - March 2017

The second time I was an exchange student I went to Canada for two months. This was a cold experience that again helped me expand my English vocabulary. This time I got to see a lot of the country, including the **obligatory** ice hockey match.

Santa Ynez Union High School, California, USA – *Exchange stay*

August 2015 - December 2015

During college in Copenhagen I was an exchange student twice. The first time, I went to California for four months, where I went to a typical American high school. Even though we lived with host families, the experience contributed to my sense of responsibility, as well as my ability to speak English fluently.