** RACHEAL BIRUNGI**

DUBAI, UAE. Discovery Gardens. 0582601027. rachealb588@gmail.com

Visa Status – **VISIT VISA**

**BARISTA**

A professional, dedicated and organized BARISTA with enough experience driving customer service, preparing and delivering beverages within a first paced food service environment

**Key skills**

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| --- | --- |
| * Knowledge about coffee roasting process and growing methods
* Latte, Cappuccino, Macchiato, Americano, Flat white, Espresso, mojitos, Oreos, Pistachios, milkshakes, skills
* Juice making
 | * Great Hospitality
* Quick learner
* Verbal and written communication in English
* Espresso pulling, coffee brewing and Latte art
* Multi-tasking and effective time management
* Food and Drink prep handling
* Operating POS systems and Cash handling
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**PROFESSIONAL EXPERIENCE**

**LANDMARK (Max’s All about Chicken Restaurant)**

**Waitress/Barista (June 2021 up to July 2023)**

**Tasks;-**

* Welcomed our guests at all times with exceptional customer care
* Prepared and served hot and cold drinks such as coffee, tea, and artisan and specialty beverages.
* Cleaned and sanitized work areas, utensils and equipment.
* Cleaned service and seating areas for a conducive and welcoming place
* Described menu items and suggested products to customers.
* Serviced customers and punched orders
* Prepared and served Hot and cold beverages like, Espresso, Latte, Cappuccino, Macchiato, Flat white, Americano among others

**COFFE AT LAST Kampala Uganda**

**BARISTA** (2018-2020)

* Took orders, served Hot & Cold Beverages, set and cleared tables, and dealt with the exchange regulations
* Prepared different kinds of juices
* Ensured all tables received their drinks and food as requested
* Maintained the cleanliness of all equipment used during shifts
* Maintained cleanliness  and stores to Health, Safety and Hygiene standards at all times
* Showed complete awareness of all the drink and food menus and readiness to explain and recommend food and drink contents
* Complied with Company Health and Safety, and Fire Regulations and procedures
* Maximized revenue and increase average spend per person through upselling, high customer service standards, effective training and motivational techniques.
* Demonstrated a perfect knowledge of all beverages served, how beverages are prepared (to recipe) and presented to junior colleagues
* Mate or exceeded the monthly drink profit margin target

**EDUCATION & CREDENTIALS**

**MAKERERE UNIVERSITY, Kampala *Uganda.***

Bachelor’s Degree (Hotels & Institutional Catering)

**Summarized experiences**

* LANDMARK (All About Chicken Restaurant June 2021 up to July 2023)
* Coffee at Last (2018-2020)

**Notice : Readily available and I can join immediately**

**REFEREES**

Available upon request