KIT HOLLAND

Outgoing, motivated barista with various certifications and 6+ years of experience in both franchise and connoisseur coffee environments. Excellent customer service skills combined with a passion for global coffees and food pairing. In-depth knowledge of 100+ exotic coffee varieties. Consistently achieved 97% customer satisfaction for the past 18 months. Experienced in inventory control and staff management and training.

PERSONAL DETAILS

Name
Kit Holland

Address
555 Meadows Creek Drive
Atlanta, GA, 30005

Phone number
(681) 204 7100

Email
example@cvmaker.com

SKILLS

- Coffee brewing ★★★★★
- Coffee blending ★★★★★
- Food pairing ★★★★★
- Food quality standards ★★★★★
- Food safety standards ★★★★★
- Specialty coffees ★★★★★
- Specialty coffees ★★★★★
- Customer excellence ★★★★★
- Interpersonal skills ★★★★★
- Inventory control ★★★★★
- Employee management ★★★★★
- Employee training ★★★★★

WORK EXPERIENCE

Jul 2018 - Present

Lead Barista
Peach Coffee Roasters, Atlanta

- Welcoming customers and providing a menu
- Informing customers of coffee and meal specials
- Discussing special requests and dietary requirements with customers
- Preparing high quality hot and cold coffee drinks
- Liaising with food servers to ensure food and drinks are served in tandem
- Proving unbroken, excellent customer service
- Delivering customers' bills for payment and resolving any queries
- Ensuring the tidiness, cleanliness and safety of workspaces at all times
- Ensuring adequate clean crockery and cutlery availability through service
- Operating and maintaining brewing equipment
- Supervising and training new baristas

Achievements

- Promoted to Lead Barista within first three months on the job
- Achieved 97% customer satisfaction for the past 18 consecutive months

Mar 2016 - Jun 2018

Barista
Starbucks, Alpharetta

- Taking coffee and food orders
- Ensuring orders were delivered efficiently and quickly
- Entering orders into the point of sale system
- Maintaining a clean and professional workspace
- Resolving customer queries or referring to a supervisor

EDUCATION AND QUALIFICATIONS

Feb 2020 - Nov 2021

SCA Diploma
Specialty Coffee Association of America, Santa Rosa Beach

Jun 2019 - Aug 2019

Barista Guild Certification – Level 2
Specialty Coffee Association of America, Santa Rosa Beach

Mar 2018 - May 2018

Barista Guild Certification – Level 1
Specialty Coffee Association of America, Santa Rosa Beach

REFERENCES

Available upon request