

KOMUGISHA LOY

SPECIALTY BARISTA



• CONTACT INFORMATION

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Location: United Arab Emirates (UAE)

• KEY SKILLS

- Milk frothing techniques
- Latte art creation
- Coffee brewing methods
- Espresso preparation
- Flavor profiling
- Customer service

• ACHIEVEMENTS

- Consistently met sales targets in previous roles
- Developed and implemented a loyalty program that increased customer retention by 25%
- Trained and mentored new team members, improving their skills and knowledge
- Developed a signature coffee drink that became a best-seller

• HOBBIES

- Coffee tasting and brewing
- Baking and pastry-making
- Traveling and exploring new cultures
- Reading and learning about coffee and tea

• LANGUAGES

- English



CAREER SUMMARY

Highly skilled and experienced Specialty Barista with a passion for crafting unique and delicious beverages. Proven track record of delivering exceptional customer service and consistently meeting sales targets.

WORK EXPERIENCE

• SPECIALTY BARISTA (PART TIME), BLACK FEATHERS UAE, FEBRUARY 2023 – UP TO DATE

- Prepare and serve specialty coffee drinks to a high standard
- Maintain a clean and organized workspace, adhering to health and safety standards
- Provide exceptional customer service, responding to customer inquiries and resolving complaints
- Work effectively as part of a team to meet sales targets and achieve business objectives
- Develop and maintain knowledge of coffee and tea products, making recommendations to customers
- Participate in ongoing training and development to improve skills and knowledge

• SPECIALTY BARISTA, KYAHAL SWEETS CAFE UAE, MARCH 2020 - DECEMBER 2022

- Prepared and served specialty coffee drinks to a high standard
- Maintained a clean and organized workspace, adhering to health and safety standards
- Provided exceptional customer service, responding to customer inquiries and resolving complaints
- Worked effectively as part of a team to meet sales targets and achieve business objectives
- Developed and maintained knowledge of coffee and tea products, making recommendations to customers
- Participated in ongoing training and development to improve skills and knowledge

• SPECIALTY BARISTA, ONE SECOND CAFÉ UAE, MAY 2019 - JANUARY 2020