






Catherine Wanjiru Ngugi

SUMMARY

Detail-oriented Barista excels in fast-paced coffee shop. Skilled at making specialty coffee and tea drinks, creating attractive product displays and contributing to safe and welcoming cafe environment. Extensive knowledge of coffee brewing procedures and customer service.

CONTACT

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SKILLS

- Foam art
- Espresso machine operation
- Food preparation and safety
- Strong communication
- Flavoured syrup measurements
- Safe food handling
- Hospitality service expertise
- Menu memorisation
- Flavour profiling
- Coffee machinery operation
- Coffee brewing

WORK HISTORY

Barista

01/2024 - current

Bantu Africa Resort - Kenya

- Performed all opening and closing duties fully and accurately to maintain cleanliness of café equipment.
- Provided a welcoming atmosphere to customers, promoting return visits.
- Managed peak cafe hours effectively, creating and delivering drinks swiftly to maintain efficient service.
- Created speciality drinks according to exact customer requests and preferences.
- Offered personalised beverage recommendations, enhancing customer rapport.
- Demonstrated proficiency in operating espresso machines with precision and care.
- Maintained cleanliness of the café area whilst preparing orders.
- Cleaned and sanitised coffee and food preparation areas, maintaining impeccable hygiene standards.
- Upheld excellent relationships with regular clients fostering loyalty and repeat business.
- Communicated clearly with team of baristas, management and other front-of-house staff to minimise mistakes.
- Maintained and operated espresso machines, blenders and commercial coffee brewers.
- Used excellent memorisation skills to maintain extensive drinks menu, ingredients and recipe knowledge.
- Fulfilled personalised orders with speciality milk options, meeting strict dietary requirements.
- Studied and re-designed processes to improve quality of coffee and cafe products.
- Prepared and served hot and cold beverages promptly, maintaining temperature, quality and presentation.
- Produced high-volume coffee orders quickly and accurately, meeting customer demand.

Junior Barista

01/2023 - 12/2023

Bradegate holdings - Kenya

- Upheld health and safety standards whilst preparing all beverages and foods.
- Kept up-to-date with latest coffee trends to advise customers accordingly.
- Maintained cleanliness in work area, ensuring a welcoming environment.
- Mastered art of coffee making by attending professional barista training.
- Showcased excellent interpersonal skills when dealing with difficult customer situations.
- Improved customer satisfaction with exceptional service and friendly demeanour.
- Exhibited multitasking abilities under pressure, maintaining high-quality service even in rush hours.
- Served customers promptly, minimising wait times during peak hours.
- Operated espresso machine, delivering perfectly brewed coffee every time.
- Educated customers about our menu, helping them make informed choices.
- Honed latte art skills to present visually appealing drinks.
- Handled cash transactions accurately for smooth checkout process.
- Streamlined orders for quicker turnaround time during peak hours.
- Ensured quality consistency by strictly following company beverage recipes.
- Assisted in stock control, preventing ingredient shortage during busy periods.
- Demonstrated knowledge of different coffee blends for better customer choice.

EDUCATION

Certificate : Barista Training , 01/2023

Nairobi Bar School – Kenya

High School Diploma : Kenya Certificate Of Secondary Education , 11/2023

Karianga Secondary School – Kenya