




# Ana Bilobrk

BARISTA

+385915741538

anna.b.1886@hotmail.com

Matoševa 51 , Solin, 21210, Croatia

## ABOUT ME

Dedicated and friendly Barista with the extremely effective customer service experience. Used to work in a fast paced environment. Work well individually or as a team player. Seeking a position in which I can learn new skills and gain new experiences, where my abilities, experience and interpersonal skills may be utilized to improve and contribute to a company's success.

## LANGUAGES

English

Croatian

## HOBBIES

Traveling Hobby Art

## WORK EXPERIENCE

### Barista

McCafe / Split / Oct 2016 - Present

Welcoming guests in a friendly manner  
Taking customer orders, making coffee using latte art technique, and serving it along with other beverages and prepared food products.  
Keeping the restaurant, line, and work equipment clean and tidy at all time.  
Weekly inventory tasks  
Assist with the training of new crew members  
Promotion from mcCafe worker to barista  
Employee of the month

### Restaurant worker

Mcdonalds / Split / Jun 2015 - Oct 2016

Preparing food according to company standards.  
Operating cash registers and handling transactions accurately and efficiently  
Managing orders and customer needs in a fast paced, high volume fast food restaurant.  
Cleaning and maintaining the restaurant, including tasks such as mopping, sweeping, and restocking supplies  
Adherance to food safety and hygiene standards

### Receptionist

Hotel Riva - Sunčani Hvar / Hvar / May 2014 - Jul 2014

Welcoming guests to the hotel  
Managing the check-in and check-out process  
Answering questions and requests and helping with administrative tasks at the front desk  
Interaction with other departments of the hotel including housekeeping, food and beverage, maintenance and security.

### Restaurant hostess

San Giovanni restaurant / Split / Jun 2013 - Aug 2013

Seasonal student job  
Greeting and seating guests to the restaurant  
Presenting the menu to the potential guests and accompanying them to the restaurant

## EDUCATION

### High school diploma

Hospitality and tourism high school / Split / 2009

Hotel and tourism tehnician

## SKILLS

Customer service	Multitasking
Time management	Attention to detail
Coffe making	Latte art
Teamwork	Internet and MS office
Cash management	