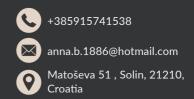
Ana Bilobrk

BARISTA



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