

PERSONAL

- Name**
Kit Holland
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INTERESTS

- Active Barista Membership - Specialty Coffee Association of America

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. Keen and eager to join a global player in the coffee industry.



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
- Taking menu orders and accommodating special requests
- Preparing high quality hot and cold coffee drinks
- Liaising with food servers to ensure food and drinks are served in tandem
- Providing unbroken, excellent customer service
- Processing orders through the point of sale system
- Delivering customers' bills for payment and resolving any queries
- Ensuring the tidiness, cleanliness and safety of workspaces at all times
- Maintaining stock levels at an optimum to avoid service delays
- 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
Restocking bar line with consumables
Cleaning brewing equipment and surfaces after service



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



SKILLS

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



REFERENCES

- Peach Coffee Roast **Hank Napier**
(404) 678 2000
hankn@sample.com
- Starbucks **Kapil Singh**
(404) 789 0000
kapil@sample.com