



SSENTONGO ISMAEL

BARISTA

PERSONAL INFO

- +971558378503
- ismaelssentongo9@gmail.com
- SHARJAH ,UAE
- Ugandan
- Employment Visa

EDUCATIONAL

High national diploma

SKILLS

- Interpersonal Skills
- Guest Relations
- P.O.S handling
- Espresso blends
- Ability to use positive language
- Sweets Making
- Baking
- Beverage preparation
- Excellent latte art
- Coffee brewing
- Cashiering
- Making of Sources
- Customer service
- Juices & Milk shakes

REFERENCE

- Manager of Speke Hotel in Uganda Mr Shamun Ali +256 200 905 055
- Manager of Sniper zone Mr Ismael +971 508 831 466

HOBBIES:

- Reading
- Traveling

ABOUT

Barista with over 4 years of experience and excellent research,time management, and problem-solving skills.Ability to function at a high level in a wide variety of settings.Detailed-oriented,professional with strong technical skills and the ability to learn concepts quickly.seeking a company that will utilize my skills and abilities to multitask with opportunity for growth.

WORK EXPERIENCE

Barista GOLDEN BEANS SPECIALTY CAFE-DUBAI

2 Years Till Date

Responsibilities

- Responsible for welcoming guests to the café with a yummy Smile.
- Consistent flavor and quality for every order, receiving an average of 99.2% satisfaction score
- Provides a positive customer experience with fair, friendly, and courteous service.
- Assistant 50+ daily customers with checkouts, answering outstanding questions.
- Collaborated with 4 other cashiers, offering assistance to other teammates during busy times
- Prepared espresso shots, specialty espresso drinks, latte, cappuccino, French press, among others for 50+ customers per my shift
- Decreased guest's wait time by 88+% seconds by assisting the lead barista with complex orders
- Operate POS cash register, handling 92% transactions on average daily, and count money in cash drawers to ensure the amount is correct

Barista SNIPER ZONE CAFE -SHARJAH AL DHAID

1 Year

Responsibilities

- Preparing and Making Cold drinks e.g. Iced Teas, Iced Coffees, Frappes, Mojitos, Milk Shakes etc.
- Making handcrafted coffee e.g. Chemix, V60.
- Doing the calibration of the coffee machine every shift to ensure a perfect espresso flow.
- Responsible for welcoming guests to the café with a yummy Smile.
- Assisting with daily preparation of the coffee shop, receiving deliveries and replenishment of cakes and pastries
- Operate espresso machine and other equipment by following preventive measures

WAITER CAFE JAVA-UGANDA

1 Year

Responsibilities

- Great guest and makes them feel comfortable.
- Deliver beverages and food in a timely manner.
- Ensure customer's expectations are exceeded as much as possible.
- Ensuring health and hygiene is according to regulations.
- Ensure food reaches guest in a suitable time-carrying plates, trays and glasses between customers to kitchen.
- Ensure smooth running of the food and beverages outlets on a day to day bases.
- Ensure full understanding of department product in order that customers can be correctly informed.

LANGUAGES

- English
- Swahili

DECLARATION:

I hereby declare that the information is true to the best of my knowledge and belief and nothing has been concealed or distorted.