



# Leontina Sadiku

Hard working and good at multitasking.Always positive,good at communicating with customers and colleagues.Problem solver

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## Languages

- English (Native)
- Bosnian (Native)
- Albanian (Native)

## About

Experienced in customer service with a background as a barista at Caffè Concerto Birmingham. I excel at maintaining cleanliness, adhering to safety standards, and delivering quality service. Adaptable and efficient, I'm ready to thrive in dynamic retail environments.

### BRANDS WORKED WITH

- Berkeley Scott hospitality agency
- ICE
- Caffè Concerto Birmingham
- Debenhams

## Experience

- Debenhams

Berkeley Scott hospitality agency | Jun 2024 - Now

I've been a barista and a caterer at this agency. I had to make drinks and serve customers food.
- house dessert

ICE | Feb 2024 - Apr 2024

I had to make desserts and serve customers and clean up. I had to make sure everything is safe and hygieni.
- Barista

Caffè Concerto Birmingham | Nov 2021 - Feb 2022

Duties and responsibilities:

  - Grinding and brewing coffee.
  - Developing and maintaining expert knowledge of coffee and educating clients and colleagues about these coffees.
  - Consistently providing well-crafted, beautifully presented and tasty beverages.
  - Taking client orders and receiving payment.
  - Speaking and interacting with both new and regular customers.
  - Maintaining a clean and sanitised working environment.
  - Following health and safety guidelines.
  - Regularly performing stock checks in the coffee bar and placing new orders.
  - Being aware of and following operational policies and procedures.
  - Contributing to a positive work environment.

## Education & Training

- 2024 - 2027

● BCU

Degree, Educational studies
- 2023 - 2024

● Britasia tv academy

Level3 media (photography /,
- 2021 - 2023

● Halesowen College

Level 3Merit,