



Rayane Mokrani

My last position was a waiter

[View profile on Dweet](#)

Languages

French

English

About

I excel in high-volume customer service environments and am dedicated to delivering quality service. Proficient in English and French, I maintain organised workspaces, build strong customer relationships, and efficiently handle diverse retail tasks.

BRANDS WORKED WITH

Café de Fred

Soukrestaurant

Experience

● WAITER/ BARISTA

Café de Fred | Jun 2022 - Jun 2023

- Thoroughly cleaned and maintained coffee machines, reducing faults and issues for smooth, efficient service.
- Maintained and operated espresso machines, blenders and commercial coffee brewers.
- Used excellent memorisation skills to maintain extensive drinks menu, ingredients and recipe knowledge.
- Maintained clean, organised cafe workspaces, enabling co-workers to readily locate required supplies.
- Prepared and served hot and cold beverages promptly, maintaining temperature, quality and presentation.
- Built and nurtured customer loyalty by remembering personal preferences.
- Made and served high-volume beverages with speed, quality and consistency, thriving in fast-paced cafe environments.
- Fulfilled personalised orders with speciality milk options, meeting strict dietary requirements.
- Warmly greeted and served customers, promptly processing payments to minimise wait times.
- Built strong relationships with customers, recalling names and regular orders to maintain rapport and loyalty.
- Managed peak cafe hours effectively, creating and delivering drinks swiftly to maintain efficient service.

● KITCHEN PORTER/ WAITER

Samir Mehdi | Jan 2021 - Apr 2023

- Worked well in busy kitchen settings, coordinating and partnering with other staff to complete tasks efficiently.
- Checked dining area supplies and promptly replenished low stock.
- Upheld consistently high standards of cleanliness to conform with food health and hygiene regulations.
- Utilised storage effectively to keep kitchen equipment and supplies safely and clearly organised.
- Improved service quality by working closely with kitchen staff to maintain smooth, efficient food preparation conditions.
- Provided flexible working hours to meet demands of peak restaurant hours, maintaining excellent food service provisions.
- Remained calm under pressure throughout busy shifts, preparing and serving accurate customer orders within target service windows.
- Prioritised busy kitchen workloads, managing multiple tasks simultaneously without sacrificing food quality.
- Cooperated well with kitchen teams, improving workflow and raising working standards.