



Tatiana Gusmao

Barista Sales Costumer Service

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Languages

English

Spanish

Portuguese

About

I am a quick learner with strong academic abilities and technical knowledge, enabling me to succeed in various roles. I am eager to expand my horizons by acquiring additional knowledge and skills through training and experience. Likewise, I am always ready to help others and utilize my skills to support team goals. I am an organized and independent worker with strong time management skills and keen attention to detail. I am quick to learn new tasks, and I am highly adaptable. Additionally, I am a patient, energetic, outgoing individual who excels at multi-tasking while delivering excellent customer service. I am focused on providing a service-oriented approach, and I'm a friendly team player known for building productive working relationships. With over ten years of retail experience, I specialize in conflict resolution and customer care. I am dedicated to effective team management and ensuring customer satisfaction. Furthermore, I am a published author with two books in my native language. I am pursuing a Creative and Professional Writing degree and have been selected as a class representative.

BRANDS WORKED WITH

Barista/Team

Miss Ellies Coffee Shop

Pret A Manger

Experience

● Pret A Manger

BARISTA | Sep 2021 - Jan 2024

Demonstrated expertise in grinding and brewing coffee and consistently maintained up-to-date knowledge of coffee varieties. Crafted well-presented beverages with meticulous attention to detail, ensuring a visually appealing and satisfying experience for customers. Efficiently took customer orders and handled payments while maintaining a friendly and engaging performance. Maintained a clean and sanitised working environment, adhering to health and safety guidelines to ensure the well-being of customers and staff. Followed recipes and operational policies to consistently deliver high-quality beverages that met customer expectations. Upheld the highest standards of conduct and provided personalised customer service, ensuring a positive and enjoyable experience for all customers. Managed high-volume periods and special events with calm and composed behaviour, ensuring efficient service and customer satisfaction. Effectively communicate product details to customers, including information about coffee blends and preparation methods. Maintained clean and organised workspaces, enabling coworkers to easily locate resources and products. Managed peak morning custom with accurate, efficient, levelheaded service. Checked temperatures of freezers, refrigerators and heating equipment to verify proper functioning.

● Leader/Assistant Manager

Barista/Team | Sep 2016 - Sep 2020

EAT/Pret a Manger Provided excellent customer service by delivering food and beverages promptly and ensuring customer satisfaction. Demonstrated attention to detail and integrity to prevent losses and maintain a positive work environment. Trained new employees on company procedures, managed cashier duties, and upheld cleanliness standards. Effectively resolved customer complaints and addressed any issues to ensure positive customer experiences. Collaborated with team members to complete daily operational tasks and achieve team targets. Farewelled customers politely and professionally, leaving positive impressions and promoting customer loyalty. Maintained vigilance in observing surrounding areas to identify suspicious activity and prevent thefts. High standards of cleanliness throughout the establishment, including preparation tables and dining areas. Processed cash and card payments accurately, provided correct change, and promptly completed feedback forms. Ensured front-of-house areas were clean and safe, creating a welcoming environment for staff and customers. Resolved customer disputes professionally and guaranteed positive outcomes to maximize customer

satisfaction. Proactively cleared tables while upselling additional items to customers, increasing sales and enhancing the dining experience.

- **Photographer**

| Sep 2015 - Dec 2018

Self Employed Assisted in various settings, including weddings, parties, events, photoshoots, and studios, providing support to the lead photographer. Collaborated successfully with various personalities and work styles, ensuring a productive and positive working environment. Planned photoshoots based on specific client briefs, considering their unique requirements and preferences.

- **Customer Host/Manager**

Miss Ellies Coffee Shop | Feb 2010 - Jun 2015

Managed communication, customer support, and product representation, ensuring effective and professional interactions with customers. Organized store operations to maintain efficiency, including inventory management and order processing. Interacted with customers in a friendly and timely manner, greeting and serving them with a focus on excellent service. Expedited orders to ensure timely delivery and customer satisfaction. Maintained cleanliness and organization within the store, creating a pleasant and inviting environment for customers. Inspected restrooms periodically to enforce cleanliness standards and ensure a positive experience for customers. Proactively engaged with guests to confirm their satisfaction with service, food, and drinks, addressing any concerns they may have. Handled customer complaints politely and professionally, resolving issues to the best of my ability. Escalated complex complaints to managers for assistance, ensuring a prompt and satisfactory resolution for customers.

Education & Training

2022 - 2024

- **UEL**

Degree in Creative and Professional Writing,

2018 - 2018

- **B.D.C College**

Chaplain,