

Richard Mbeya

CUSTOMER SERVICE

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Languages

English

About

As a creative stylist at SCOTCH AND SODA, I've excelled in sales, stock management, and personalised service. My experience across various retail settings has made me highly adaptable, with proven skills in customer satisfaction and problem-solving within premium and high street environments.

BRANDS WORKED WITH

- Crystal Palace
- Holiday Inn
- SA BUS INEESES
- SCOTCH AND SODA
- Starbucks Coffee shop

Experience



- BARTENDER**
Crystal Palace | Jul 2022 - Now
 - Serve football fans alcoholic beverages
 - Pour beer
 - Process the order through POS
 - Receive payment
 - Make sure the consumer is happy



- Receptionist**
Holiday Inn | May 2023 - Now
 - Greeting guest
 - Check in and check out
 - Answering questions
 - Helping with administrative task
 - Helping front of desk
 - Maintaining hotel standards
 - Security checks and walks

- FASHION STYLIST**
SCOTCH AND SODA | Jul 2022 - May 2023
 - Serve customer with excellent experience from beginning to end of purchase
 - Explain what the brand is
 - Process payments
 - Receive stock and do stock count
 - Make sure the customer is smiling when leaving the store
 - Provide relevant information on the garment when available

- BARISTA**
Starbucks Coffee shop | Sep 2021 - Feb 2022

Make Starbucks drinks, especially coffee based drinks. Deliver an exceptional guest experience Uphold and maintain the execution of the Food and Beverage Standards Maintain an inviting dining area for guests all day, every day. Follow proper packaging and labeling guidelines for food products. Complete and record all cleaning tasks

- CUSTOMER SERVICE ASSISTANT**
SA BUS INEESES | Jan 2020 - Jan 2021

First point of contact with client
Arranging services for customers Helped to increase customer return rates by providing excellent customer service at all time. Provided superior customer service to clients by giving information and addressing all customers questions and concerns

Education & Training

2015 - 2020 ● Queens High School
NQF LEVEL 4,