



Ayah Ali Idris

Staff Member

[View profile on Dweet](#)

Languages

Arabic (Native)

English (Native)

About

I have extensive experience in customer service, maintaining store hygiene, and handling orders. I've worked as a Barista and in senior management roles, excelling in team coordination and achieving sales targets. I'm adaptable to various retail environments and dedicated to providing excellent service.

BRANDS WORKED WITH

- Pret A Manger
- CHAIWALA KINGSBURY
- chai Khana
- SABLE SWEET CAFE
- a squared suites

Experience



● Senior barista and team member

Pret A Manger | Nov 2022 - Mar 2024

Serve as an active team member of a coffee shop.

● Senior Staff

CHAIWALA KINGSBURY | Apr 2022 - Nov 2022

Two months into the job my title was changed to senior staff due to hard work and great use of initiative in unplanned situations. My main responsibility was to make sure everything was on track when managers and supervisors were absent. This would mean I had to co-ordinate the front and back of the house and deal with any customer enquiries. My role taught me how to be a team leader and player, multi-task and have endurance. Day to day tasks:

- Maintaining store hygiene
- Preparing food
- Serving customers
- Taking orders on the phone and at the till
- Dealing with enquiries
- Greeting customers

● General Staff

chai Khana | Dec 2021 - Apr 2022

This restaurant sold Afghan street food located in Hendon. This taught me how to adapt for different customers which flourished my inter-personal skills. As I was working in the kitchen and the front as well as cleaning toilets, I learnt how to become versatile to my environment efficiently.

Day to day tasks:

- Opening and closing the shop
- Handling orders and deliveries
- Serving customers
- Cleaning the store
- Taking the till
- Prepping food for next day

● SABLE SWEET CAFE | Dec 2020 - Mar 2021

This experience was in a cake shop during the covid phase where there was a small privately rented stall which sold Egyptian food. I was awarded staff of the week on four occasions and was given a bonus for exceeding sales target. I learnt how to communicate with customers, upsell items on the menu and perfect my time management due to strict opening and closing time. Day to day tasks:

- Greeting customers
- Making the food
- Closing our stall
- Stocking up
- Dealing with any enquiries
- Preparing and packing food orders
- Maintaining store hygiene

EXPERIENCE

● **Serviced Accommodation Founder**

| Nov 2023 - Now

Currently in the process of looking for properties to use for our business which is main focus is accommodating people on short term and long term stays. Whilst providing them with a luxurious experience and clean atmosphere. All tasks are being ran by myself and my co director , so phone calls, meetings, performance analysis , finding suppliers etc is all done by ourselves with no current workers.

Education & Training

2022 - 2026

● **London SouthBank University**

Bachelor of Science,

2020 - 2022

● **City and Islington Sixth Form College**

BTEC Level 3 Applied Sciences Extended Diploma,