**Angela Marshall**

angela.marshall@gmail.com0456 789 012
10 January 2023

Dear Hiring Manager,

I was very excited to hear you had an opening for a barista at Modish 5 Cafe. I am a passionate, capable, creative barista with outstanding people skills, and I would love to put my name forward for the position.

In late 2021 I made the transition to follow my dream and train as a professional barista, and completed a certificate in SITHFAB025 Prepare and serve espresso coffee. Then for the last year, I've been working full-time for the Perfect Cup, building up experience with coffee making, serving customers, stock management, and coffee art.

Prior to that, I worked in administration and retail, giving me extensive experience with customer service, money handling, client interactions, and working effectively within a team.

I am a creative person with a flair for the artistic, and developing my skills with coffee art has been a particular highlight throughout the last year - I'm particularly proud of my swan design. I also place a high value on people and delight in interactions with customers. I make a particular point of learning the names and orders of regular customers to encourage repeat business. I work well with other staff and have good conflict resolution skills - useful both for inter-staff conflicts, and for troubles with difficult customers.

All these factors contributed towards my being named barista of the month three times during my tenure at Perfect Cup.

I would love to be considered for the barista role you're advertising, and I believe my skills, talents and experience would significantly benefit your business. I can be reached via mobile at 0456 789 012, or via email at angela.marshall@gmail.com. I look forward to hearing from you!

Thank you for your consideration,

Angela Marshall

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| Angela MarshallBaristaA personable, capable, and highly creative barista, dedicated to providing excellent customer service and client satisfaction on a daily basis. |  | angela.marshall@gmail.com +61 456 789 012 Keswick, SA linkedin.com/in/angela.marshall facebook.com/AngelaMarshall/  |

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| **EMPLOYMENT HISTORY****Barista**The Perfect Cup – AdelaideApr 2022 – Present* Preparing and serving hot and cold drinks, including espresso based coffee and other café menu items.
* Taking orders and interacting with customers.
* Upselling food items to compliment beverage orders.
* Managing and re-ordering stock.

**Cashier**Spend-less Shoes – MarionJune 2020 – Apr 2022* Managing register and electronic customer transactions.
* Interacting with customers.
* Stock inventory and management.

**Administrative Assistant** Sterling Homes Pty. Ltd. – MorphettvilleAug 2017 – Apr 2020* Clerical work and administration.
* Supporting office manager in everyday tasks.
* Management of client files.
* Lockup duty.
* Orientation of new staff
 | **SKILLS*** Customer service
* People skills
* Brewing coffee
* Coffee art
* Café equipment maintenance
* Compliance with official standards
* Stock management

**EDUCATION****SITHFAB025 Prepare and serve espresso coffee** 11/2021 – Skills Training College**SITXFSA005 Use hygienic practices for food safety** 11/2021 – Skills Training College**SACE (South Australian Certificate of Education)** 2007-2012 – Cabra College**STRENGTHS*** **Creativity** – I have a creative arts background and am constantly improving my skills with coffee-art and presentation.
* **Diplomacy** – I am polite and respectful, with excellent conflict resolution skills.
* **Teamwork** – I thrive in a team environment and work hard to support and encourage my co-workers.

**LANGUAGES**English (Native), Italian (Fluent) |