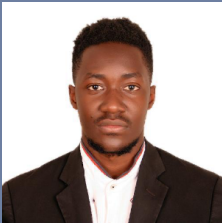


JORDAN KIIZA

Customer Service



Dedicated customer service professional with experience in delivering exceptional support in fast-paced environments. Skilled in resolving inquiries, managing issues, and ensuring customer satisfaction. Proven ability to build rapport, address diverse needs, and contribute to a positive brand experience. Committed to upholding high service standards and fostering long-term customer relationships.

Work Experience

Barista/waiter , The Pick (Part-Time), Sharjah

September 2024 - September 2024

- Greeted customers, took orders, and handled transactions in a friendly and professional manner.
- Prepared Beverages such as coffee, espresso, tea, and other beverages following their recipes. This involved operating espresso machines, grinders, and other coffee-making equipment.
- Kept the workspace, equipment, and customer areas clean and sanitary. This included washing equipment, restocking supplies, and maintaining a clean environment.
- Tracked stock levels of coffee beans, milk, syrups, and other ingredients, and alerting management when supplies needed restocking.
- Worked efficiently with other staff members to ensure timely service, especially during busy periods.
- Followed all health and safety regulations, including proper food handling, sanitation, and cleanliness guidelines.

Barista, Doha Roastery , Umm salal Ali Qatar

October 2022 - June 2024

- Skilled in making a range of coffee drinks, including espressos, lattes, cappuccinos, and specialty brews using different methods like pour-over, Aeropress, Chemex. This included accurately measuring and brewing coffee according to standard recipes or customer preferences.
- I interacted with customers in a friendly and professional manner, taking orders, answering questions about the menu, and providing recommendations based on customer preferences.
- Maintained a positive attitude and ensured customer satisfaction is key.

Personal Info

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UAE, United Arab Emirates

Nationality

Ugandan

Skills

- Multitasking
- Time Management
- Customer Service
- Effective Communicator
- Physical stamina
- Teamwork
- Creativity
- Problem solving
- Latte Art
- Coffee brewing and Extraction
- Computer skills
- English speaker and writer

Adaptability



Attention to detail




Time management



Languages

English



- Ensured that all beverages met the quality standards of the coffee shop. This involved tasting coffee regularly to check for quality, consistency, and flavor, and adjusting brewing methods if necessary.
- Regularly cleaned and maintained all coffee-making equipment, including espresso machines, grinders, and brewing tools.
- I kept track of inventory levels for coffee beans, milk, syrups, and other ingredients. Restocked items as needed and informed management when supplies are running low.
- Processed customer payments accurately using the cash register or POS system.
- Balanced the cash register at the end of the shift.
- Maintained a clean and organized work environment, including the coffee bar and seating area.
- Provided feedback on the menu items and suggested improvements based on customer feedback and personal experience.
- Worked effectively with other team members to ensure smooth operation of the coffee shop.

Barista , Zorlo cafe , Al saba Al Salem Kuwait

February 2020 - April 2022

- Developed and maintained relationships with regular customers, resulting in a 15% increase in repeat business
- Greeted customers and created a welcoming and positive first impression.
- Checked if brewing equipment operated properly and reported any maintenance needs
- Prepared and served hot and cold drinks such as coffee, tea, and other beverages.
- Managed service beverage and coffee bean counters

Barback/Waiter , Wild coffee bar, Kampala

March 2018 - November 2019

- Greeted and escorted customers to their tables, creating a welcoming and positive first impression.
- Effectively communicated order details to the kitchen staff, ensuring accurate preparations of dishes.
- Served food and drink orders promptly, maintaining a high level of attentiveness to customer needs.
- Successfully handled a high number of customer orders during peak hours.
- Strived towards achieving the highest level of customer satisfaction in every interaction.
- Table cleanliness and maintaining a neat and organized environment

- Achieved an 85% average on customer satisfaction surveys over 8 month.
- Presented menus and provided detailed information about portions, ingredients, and potential food allergies upon customer inquiry.
- Thanking guests for choosing us and requesting them to come again.

**Receptionist/Tour Guide , Buganda Heritage and Tourism Board/
Russel Hotel Kampala (Part-Time), Kampala**

January 2017 - February 2018

- Received visitors by greeting and welcoming them.
- Provided customer support by answering the phone and replying to emails in a timely manner.
- Provided administrative support through phone or email, that is by answering and forwarding phone calls.
- Informed guests of hotel rates and services.
- Made and confirmed reservations for guests.
- Issued room keys and directed guests to their rooms.
- Informed the housekeeping team when rooms were vacated and ready for cleaning.
- Thanked guests after their stay at the hotel.

Education

**Bachelor's of Tourism and Hotel Management , Kampala
International University**

August 2015 - November 2018

References

References available upon request