

MIKE SSEMAYOBE

Contact Information:

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Dubai, UAE

Visa Status: Residence

Marital Status: Married



Professional Summary:

Dedicated and experienced professional with a strong background in the food and beverage industry. Proven expertise in team management, barista skills, and customer service. Demonstrated ability to lead teams, manage operations, and deliver exceptional customer experiences. Proficient in Microsoft Office applications and certified in barista skills.

Work Experience:

Manager

Le Bon Sel, UAE

2023 - Present

- ❖ Oversee daily operations and ensure smooth functioning of the establishment.
- ❖ Manage staff, including hiring, training, and scheduling.
- ❖ Handle inventory management and supplier coordination.
- ❖ Implement and maintain high standards of customer service.
- ❖ Develop and execute marketing strategies to boost sales.

Senior Barista

The Library Cafe, UAE

2020 - 2023

- ❖ Led the barista team and ensured consistency in coffee preparation and presentation.
- ❖ Trained new baristas and maintained a high level of product knowledge among staff.
- ❖ Assisted in menu development and introduced new coffee-based beverages.
- ❖ Provided exceptional customer service and resolved any customer complaints.
- ❖ Managed daily cash handling and ensured accurate record-keeping.

Waiter/Barista

Coffee For All, Sharjah, UAE

2018 - 2020

- ❖ Prepared and served a variety of coffee drinks and other beverages.
- ❖ Assisted customers with menu selections and provided recommendations.
- ❖ Maintained cleanliness and organization of the cafe.

- ❖ Handled cash transactions and balanced the cash register.
- ❖ Supported the team in achieving daily sales targets.

Barista/Waitress

Café Aviato, Uganda

2017 - 2018

- ❖ Prepared and served coffee and other beverages to customers.
- ❖ Provided excellent customer service and ensured a pleasant dining experience.
- ❖ Assisted in maintaining inventory and placing orders for supplies.
- ❖ Kept the cafe clean and orderly.
- ❖ Helped train new staff members.

Education:

- ❖ High School Education
- ❖ Proficiency in Microsoft Office Applications
- ❖ Certification, Level 1 Barista Guide

Skills

- ❖ Team Management
- ❖ Barista Skills
- ❖ Customer Service Excellence
- ❖ Inventory Management
- ❖ Training and Development
- ❖ Cash Handling
- ❖ Marketing Strategies
- ❖ Microsoft Office Applications

References:

Available upon request.