

VINCENT B. PORTILLO

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Age: 24

PROFESSIONAL SUMMARY

Personable and fast-working Barista with 2 years of success in guaranteeing customer satisfaction through legendary customer service. Adept at promptly assisting and connecting with customers by uncovering preferences. Passionate about providing upbeat and friendly service, resulting in consistent return customers.

EDUCATION

(June 2014 – May 2018)

BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

Our Lady of Fatima University (OLFU)
Lagro, Quezon City

WORK EXPERIENCE

(September 2019 – Present)

BARISTA (STARBUCKS PHILIPPINES)

- Creating a culture of warmth and belonging by consistently greeting customers in a friendly manner as they enter the store and thank them as they leave.
- Taking customer's orders and enter into the Point Of Sales (POS) system accurately.
- Delivering legendary customer service by creating high quality coffee, tea, other beverages, whole bean, and food products.
- Consistently connecting with our customers to build rapport and make them feel special.
- Performing opening and closing procedures of the store.
- Maintaining a professional appearance, organized workspace, and clean dining area for customer satisfaction.

SKILLS AND COMPETENCIES

- Competent in using Point Of Sales (POS) system
- Competent in Cash Management
- Latte art
- Coffee brewing and extraction
- Food Safety and Hygiene
- Outstanding customer service and people skills
- Good command in English and Filipino both verbal and written
- Keen to details
- Ability to multi-task and work under pressure with minimal supervision

