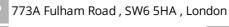
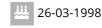
English and Polish speaking film student skilled in all aspects of customer service and espresso drink preparation with cashier, film festival reception, and customer service background. Focused on creating positive customer experiences. Successful at multi-tasking and delivering prompt and friendly service to all customers. Maintains a positive attitude during peak hours.

# **Zuzanna Szturc**



ssuzanneszturc@gmail.com





# **WORK EXPERIENCE**

ENNISMORE London August 2019 - Current

#### **Barista; Front of The House Staff**

- Prepared and served hot and cold beverages such as coffee, espresso drinks, blended coffees and teas.
- Greeted guests with pleasant smile and superior customer service.
- Maintained clean and organised workspace, enabling co-workers to locate resources and product.
- Cleaned and sanitised work areas, utensils and equipment.
- Ordered, received and stocked supplies and retail products.
- Maintained high standards of customer service during high-volume work shifts and fast-paced operations.

### MASTERCARD OFFCAMERA Cracow April 2019 - May 2019

## **Voluntary Work - Industry Guest Desk - OffCamera**

- Kept organised documentation.
- Answered customer questions about show tickets availability and booked them.
- Greeted customers in a timely fashion, whilst quickly determining their needs. Helped solving problems with documentation and organising time spent on festivals events.
- Ensured booklets and festival programs are always on display.

## CINNAMON BAKE ROLL Cracow October 2017 - July 2019

#### **Front of the House Staff**

- Worked as a shift leader for a year.
- Thoroughly cleaned and sanitised work area including mopping and sweeping, washing display cases, wiping down prep areas and equipment, washing utensils and dismantling and cleaning machinery.
- Accurately recorded sales, gave correct change and prepared charge slips for guests. Entered orders into the computer system quickly and in the proper sequence.
- Immediately informed supervisors of any problems or unusual situations, and took appropriate action.
- Monitored multiple databases to keep track of all company inventory.

### **SKILLS**

Thrives under pressure

**Customer focused** 

**Organising displays** 

**Committed team player** 

**Training staff** 

**Speedy and efficient** 

**Fast learner** 

Shift leader

Front desk experience

**Active listening** 

# **EDUCATION**

LO IM. ADAMA ASNYKA BIELSKO-BIALA **Secondary Education** 

September 2014 - June 2017