





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

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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.

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

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.

EDUCATION

LO IM. ADAMA ASNYKA
BIELSKO-BIALA
September 2014 - June 2017

Secondary Education