



Endang Restiani

HEADBARISTA

PROFILE

Highly motivated and focused Barista with over 5+ experience in the food/drink service industry, especially in coffee shop environments and waitress in five star hotels. Experienced customer service professional adapt at utilizing knowledge of both the coffee industry and customer service industry to successfully manage operations and create pleasing beverages. Accustomed to adhering to company standards, and treating all customers with kindness and hospitality. An adaptive team player with a passion for good coffee and satisfied customers

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Dubai, UNITED ARAB EMIRATES

Education

Food and beverage product, Java School Hospitality

Bekasi | 2018 May - 2018 November

CUSTOMER SERVICE ORIENTATION, TABLE MANNERS, FOOD AND BEVERAGES KNOWLEDGE.

Social Major, Taman Harapan High School

Bekasi | 2006 June - 2009

Birth Date

05 March 1991

Nationality

Indonesian

Skills

MANUAL BREWING



LATTE ART



MICROSOFT OFFICE



Employment History

BARISTA, GRAND HYATT DUBAI

Dubai | March 2022 – Present

Responsible to ensure drink's quality by S.O.P by all baristas. Handling complains, make sales report, checking the inventory daily and monthly, and training new staff

BARMAID, Bab Al Shams Desert Resort

Dubai | 2021 September – March 2022

Managing bar lounge. taking order, making the beverages such as coffee, mocktails and cocktails. making inventory daily and monthly, making requisition, handle the payments and daily report.

HEAD BARISTA, LAVIE COFFEE

KUWAIT | 2019 November - 2021 May

Responsible to ensure drink's quality by S.O.P by all baristas. Handling complains, make sales report, checking the inventory daily and monthly, and training new staff

BANQUET WAITRESS, SHERATON GRAND

DOHA | 2018 November - 2019 May

Prepare coffee break and all the stuff for the events,

Organizing and setting the tables and chairs based on guest designed. Helping the guest for any request.

Handling the bills and payments and make sure to closed it perfectly. Make sure clear all the stuff, and put it back again in store room.

WAITRESS, Hilton Garden Inn Al mina

Dubai | 2017 November - 2018 April

Preparing buffet area, and clear all the stuff when its finished.

Check all list of the guest and make sure to serves them.

Clean and set up the table. Help all the guest for any request.

Handling the bills and payment. Taking orders from room service or a'la cart. making drinks and delivering the orders.

SENIOR BARISTA, MAXX COFFEE

JAKARTA | 2015 July - 2016 November

Greeting customers, provided information for specials and promotions, and setup advertisement displays for new incoming merchandise, beverages and bakery items. Held coffee preparation demonstrations and assisted customers with selections of various coffee blends, teas, hot and cold espresso beverages, smoothies, and bakery items.

Successfully managed a team on coffee training and tasting. Trained new employees in proper procedures and on how to properly use equipment. Used knowledge of drink formulas and training skills to provide quality coffee and beverages every shift. Collaborate with store manager to ensure sales goals and food waste goals are met. Maintain money management for the store to ensure all registers, safes, deposits, and change orders are completed in timely manner.

BARISTA, STARBUCKS COFFEE

JAKARTA | 2014 May - 2015 April

Preparing all the suff before open the shop.

Greeting all customers with warm, friendly and welcome smile.

Taking orders and handling bills and payments, and makes sure all closed perfectly. Making the drinks as their ordered.

Served / deliver the drink and food to customers.

Clean all coffee shop area.Cleaning all the stuff when its closing time.

Courses

INTRODUCTION TO COFFEE, SPECIALTY COFFEE ASSOSIATION

2020 December - Present

CERTIFICATE OF COMPETENCE, INDONESIA PROFESSIONAL CERTIFICATION AUTHORITY

2017 May - 2020 May

CERTIFIED COFFEE MASTER, STARBUCKS COFFEE

2015 February - 2016 February

Hobbies

SINGING, READING, WATCHING MOVIES, TRAVELLING, DANCING.

References

LUIZA MICELI , LAVIECOFFEE

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