

Thabo Sammy Tshabalala

**Address:**

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0008

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Marital Status:

Single

Certifications

Matric Certification

Barista Certification

Summary

I'm thabo Tshabalala from Atteridgeville, With grade 12, I have 10 experience in hospitality industry mainly in coffee industry.

Experience

2015 2018

Barista Black Bean Cafe

- easy to understand the menu and good latte skills
- Proven working experience in retail sales
- Basic understanding of sales principles and customer service practices
- Track record of over-achieving sales quota
- Solid communication and interpersonal skills customer service focus
- Friendly, helpful, confident and engaging personality record of over-achieving sales quota
- Solid communication and interpersonal skills

Customer service focus

- Friendly, helpful, confident and engaging personality

2018 2021

Waiter / barista Wimpy

- Maintain a fully stocked store

Ascertain customers' needs and wants

- Recommend and display items that match customer needs Welcome and greet customers
- Manage point-of-sale processes
- Actively involve in the receiving of new shipments And keep up to date with product information
- Accurately describe product features and benefits and follow all companies policies and procedures

2018 2024

Lead Barista Platō coffee Co

- Ensure high levels of customer satisfaction through excellent sales service
- Maintain outstanding store condition and visual merchandising standards Maintain a fully stocked store
- Ascertain customers' needs and wants

Recommend and display items that match customer needs Welcome and greet customers

- Manage point-of-sale processes
- Actively involve in the receiving of new shipments And keep up to date with product information
- Accurately describe product features and benefits and follow all companies policies and procedures

Education

2008 2012

Dr W.F. Nkomo Secondary School Grade 12

Languages

Sepedi Proficient/Fluent

English Proficient/Fluent

Additional Skills

- Latte skill
- Serving clients
- Management Skill
- Time management
- POS advanced level
- Customer Service Focus
- Communication and Team player

Reference

Name & Surname: Brenda Langa

Company : Black bean Cafe

Position. : Manager

Contact Details : 081 490 2607

Name & Surname : Caleb

Company : Platō

Position : Manager

Contact Details : +27 (81) 422-4653