**Angela Marshall**

[angela.marshall@gmail.com](mailto:angela.marshall@gmail.com)0456 789 012  
10 January 2023

Dear Hiring Manager,

I was very excited to hear you had an opening for a barista at Modish 5 Cafe. I am a passionate, capable, creative barista with outstanding people skills, and I would love to put my name forward for the position.

In late 2021 I made the transition to follow my dream and train as a professional barista, and completed a certificate in SITHFAB025 Prepare and serve espresso coffee. Then for the last year, I've been working full-time for the Perfect Cup, building up experience with coffee making, serving customers, stock management, and coffee art.

Prior to that, I worked in administration and retail, giving me extensive experience with customer service, money handling, client interactions, and working effectively within a team.

I am a creative person with a flair for the artistic, and developing my skills with coffee art has been a particular highlight throughout the last year - I'm particularly proud of my swan design. I also place a high value on people and delight in interactions with customers. I make a particular point of learning the names and orders of regular customers to encourage repeat business. I work well with other staff and have good conflict resolution skills - useful both for inter-staff conflicts, and for troubles with difficult customers.

All these factors contributed towards my being named barista of the month three times during my tenure at Perfect Cup.

I would love to be considered for the barista role you're advertising, and I believe my skills, talents and experience would significantly benefit your business. I can be reached via mobile at 0456 789 012, or via email at angela.marshall@gmail.com. I look forward to hearing from you!

Thank you for your consideration,

Angela Marshall

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| Angela Marshall  Barista  A personable, capable, and highly creative barista, dedicated to providing excellent customer service and client satisfaction on a daily basis. |  | angela.marshall@gmail.com  +61 456 789 012  Keswick, SA  linkedin.com/in/angela.marshall  facebook.com/AngelaMarshall/ |

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| **EMPLOYMENT HISTORY**  **Barista**  The Perfect Cup – Adelaide  Apr 2022 – Present   * Preparing and serving hot and cold drinks, including espresso based coffee and other café menu items. * Taking orders and interacting with customers. * Upselling food items to compliment beverage orders. * Managing and re-ordering stock.     **Cashier** Spend-less Shoes – Marion June 2020 – Apr 2022   * Managing register and electronic customer transactions. * Interacting with customers. * Stock inventory and management.     **Administrative Assistant**  Sterling Homes Pty. Ltd. – Morphettville Aug 2017 – Apr 2020   * Clerical work and administration. * Supporting office manager in everyday tasks. * Management of client files. * Lockup duty. * Orientation of new staff | **SKILLS**   * Customer service * People skills * Brewing coffee * Coffee art * Café equipment maintenance * Compliance with official standards * Stock management   **EDUCATION**  **SITHFAB025 Prepare and serve espresso coffee** 11/2021 – Skills Training College  **SITXFSA005 Use hygienic practices for food safety** 11/2021 – Skills Training College  **SACE (South Australian Certificate of Education)** 2007-2012 – Cabra College  **STRENGTHS**   * **Creativity** – I have a creative arts background and am constantly improving my skills with coffee-art and presentation. * **Diplomacy** – I am polite and respectful, with excellent conflict resolution skills. * **Teamwork** – I thrive in a team environment and work hard to support and encourage my co-workers.   **LANGUAGES**  English (Native), Italian (Fluent) |