

# ARSHAD KHAN



📍 Salmiya ,kuwait.

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Date of birth - 2<sup>nd</sup> june 1987.

## SUMMARY

Reliable Barista able to quickly learn and master new concepts and skills. Passionate about helping customers and creating satisfying experiences. Strong history of providing top-notch service and support. Exceptional communication skills with proven track record of building client rapport.

## EXPERIENCE

**Crew Member**, 11/2007 - 11/2009

**Gelato Vinto Ice Cream Parlour** , New Delhi, INDIA

- Offered flexibility to work changing breakfast, lunch and dinner shifts
- Drove goal achievement by quickly and accurately completing allocated tasks and offering assistance to team members.
- Delivered fast, accurate service for positive customer experience.
- Disposed of excess materials and waste within target timescales to minimise health risks.
- Kept restaurant clean by conducting regular deep cleans.

**Waiter**, 12/2009 - 12/2013

**Oodles Residencies Hotel** , New Delhi, INDIA

- Greeted new customers, answered initial questions and took drink orders.
- Stocked and maintained silverware, linens and condiments.
- Answered phones politely and promptly while accurately recording and confirming reservations.
- Anticipated and addressed guests' service needs.
- Up sold , cross-sold and recommended additional items to customers to increase restaurant sales.
- Performed additional tasks to keep dining room running smoothly.

**Barista**, 04/2014 - 11/2017

**Joffreys coffee and tea company** , Saudi Arabia

- Greeted and connected with every customer, recommending drinks and pastries.
- Resolved customer disputes with tact and professionalism.
- Cleaned and sanitised work areas, utensils and equipment.
- Described menu items to customers and suggested products based on stated preferences.
- Kept workspaces clean and organised, enabling coworkers to easily locate resources and products.
- Prepared and served hot and cold beverages, including fresh coffee, espresso drinks and brewed teas.

**Guest Expert**, 09/2018 - 02/2020

**Krispy Kreme, Americana Food Company**, KUWAIT

- Operated equipment to exceed production targets.
- Planned rotas to maintain high service levels while minimising payroll costs.
- Identified issues, analysed information and provided solutions to problems.
- Prepared range of written communications, documents and reports.

- Operated tills to accurately process cash and credit card transactions.
- Thrived in fast-paced environment with energy and enthusiasm.

**Store Shift Supervisor**, 02/2020 - Current

**Krispy Kreme, Americana Food Company** , KUWAIT

- Promoted safe working environment by implementing regulatory standards, policies and guidelines.
- Maintained clean, safe working environments to eliminate accident risks.
- Spoke to customers in multiple languages to resolve problems and answer questions.
- Optimised team training and staff development.
- Developed team communications and information for meetings.
- Prepared range of written communications, documents and reports.

**SKILLS**

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| <ul style="list-style-type: none"><li>• Safe food handling practices</li><li>• Espresso calibration</li><li>• Teamwork and collaboration</li><li>• Product displays</li><li>• Food preparation</li><li>• Roasting and blending</li><li>• Multidisciplinary teamwork</li><li>• Detail orientated</li><li>• Cooperative team player</li></ul> | <ul style="list-style-type: none"><li>• Coffee grinding</li><li>• Cash register operation</li><li>• Team player</li><li>• Complaints resolution</li><li>• Multitasking</li><li>• Allergen awareness</li><li>• Up-selling</li><li>• Customer service</li></ul> |
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**EDUCATION**

**CBSE Board**, New Delhi, India  
**10th passed**

**CBSE Board**, New Delhi, India  
**12th passed**

**LANGUAGES**

**Hindi:** First Language

**English:**  C1  
Advanced

**Urdu:**  C2  
Proficient