

MA JIANYU

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FOOD & BEVERAGE EMPLOYMENT HISTORY

Store Manager Dopa Dopa Creamery

August 2018 - August 2019

- Trained and coached service staff members to enhance customer service and increase profits through suggestive selling
- Consistently exceeded monthly sales goals and up-selling techniques by calibrating coffee (beans) and ice cream recipe
- Created marketing collaterals such as Hat and balloons for special events
- Managed closing duties including restocking items and reconciliation of the cash drawer

Bartender & Barista The LoKal

November 2017 - April 2018

- Delivered exceptional service by greeting and serving customers in a timely friendly manner
- Maintained knowledge of beverage menu items garnishes ingredients and preparation methods
- Appropriately suggested additional beverage items to customers to increase restaurant sales
- Promptly served alcoholic and non-alcoholic beverages to guests
- Answered questions about menu selections and made recommendations when requested

Barista & Lead of Part-time Service Crew The Fullerton Bay Hotel

May 2016 - November 2017

- Supervised a team of junior Baristas and servers
- Inspected food and beverages before they get served
- Handled finishing touches and assist with complicate latte stenciling on signature beverages
- Advanced technical competence in brewing methods cold brew
- Assisted guests with making menu choices in an informative and helpful fashion

Crew Leader The Loft Café & LOWERCASE

May 2015 - May 2016

- Worked under the immediate supervision of the shop owner
- Reviewed official website and social media to identify areas for improvement by understanding customer needs after discussions with team
- Presented menus to patrons and answer questions about menu items, making recommendations upon request in the café
- Performed routine tasks in daily operation, serving ice creams and in cleaning and maintaining food service area
- Worked on up-selling techniques by creating new logo board and a featured food & beverage program