
Gabriel Birladeanu

London SE5 | 07448 0312199 | gabrielbirladeanu18@gmail.com

Personal Profile

I am a hard-working, trustworthy, and reliable individual with the ability to learn new skills quickly. I enjoy working both independently and as part of a team. I have strong writing and observation skills, and I take pride in helping others. With a positive and flexible attitude, I am ready to apply my transferable skills, particularly from the hospitality and catering sector, and progress in a role that offers growth and development.

Key Skills

- Good communication
 - Punctual & honest
 - Strong customer service skills
 - Good organisational skills
 - Knowledge of Health & Safety practices
 - Confident with IT
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Recent career progression Training

Croydon Adult Learning and Training- Civil Service Course (June 2025)

- Skills analysis, CV, Personal Statement
- Interview preparation, mock interviews
- Online judgement and verbal reasoning tests

Restart Ingeus Training (April 2024-2025)

- All round employability and career development skills
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Employment History

Barista at Change Please Sept 2023-January 2024

- Opening and closing of café; cleaning coffee machines
- Preparing specialty coffees (espresso, cappuccino, latte, etc.)
- Making smoothies, juices, soups, and light snacks
- Supporting customers with queries, allergies, events and catering deliveries
- Assisting the main training barista or working independently
- Food handling and kitchen assistance
- Managing inventory and applying FIFO principles
- Up-selling beverages and seasonal products
- Implementing store systems and handling cash

Cleaner at Prime London February 2022 – September 2022

- Oversaw packaging line for product accuracy
- Applied labels and ensured packaging standards

Warehouse Operative at Prime London March 2021 – February 2022

- Restocked communal kitchen supplies
- Cleaned communal areas (kitchens, stairs, meeting rooms, toilets, offices)
- Disposed of rubbish and maintained cleanliness **Cleaner at**

Partridges, London

- Maintain cleanliness of the shop floor
- Disinfect high touch areas and ensure a hygienic environment

References

Available on request

Coffee Shop Manager

ARRO COFFEE
London W1J 7UQ

Full job description

We are seeking an enthusiastic and experienced Coffee Shop Manager to join us at ARRO Coffee. As the Coffee Shop Manager, you will oversee daily operations, mentor and inspire your team, and ensure every customer enjoys an unforgettable experience. This role is ideal for someone who is passionate about coffee, thrives in a dynamic environment, and is excited about managing a high-profile location. If you have a deep appreciation for quality, a commitment to exceptional service, and a passion for leadership, we want to hear from you!

Other Details:

- **Experience:** Required.
- **Languages:** English required.
- **Employment:** Full-time.
- **Schedule:** Working days are Monday to Sunday, with shifts scheduled to ensure coverage throughout the week.
- **Salary:** between £31,850 to £33,696.00 yearly, plus benefits.

Coffee Shop Manager Key Responsibilities:

Leadership & Team Management:

- Lead, train, and develop your team to consistently deliver exceptional customer service.
- Foster a positive and inclusive work environment by coaching, training, and supporting team members.
- Oversee staff scheduling to ensure adequate coverage and efficient store operations.

Operational Management:

- Manage all aspects of store operations, including staffing, inventory management, and financial performance.

- Ensure high standards of product quality, cleanliness, and store presentation are maintained at all times.
- Monitor inventory levels, and place orders for supplies as needed.
- Handle customer enquiries, feedback, and complaints with professionalism and empathy.

Sales & Financial Performance:

- Drive sales and profitability through effective cost management, upselling strategies, and promotional initiatives.
- Collaborate with corporate teams on marketing initiatives, product launches, and store events.

Compliance & Safety:

- Ensure compliance with company policies, procedures, and health and safety regulations.
- Maintain a thorough understanding of food safety regulations and best practices

Skills & Experience:

- Proven experience as a Coffee Shop Manager, in a café or hospitality environment.
- Strong barista skills with a solid understanding of coffee preparation techniques and espresso equipment.
- Demonstrated ability to lead and motivate a team in a fast-paced environment.
- Excellent communication, interpersonal, and leadership skills.
- Strong problem-solving abilities and a proactive approach to challenges.
- Keen attention to detail, with a commitment to maintaining high standards of quality and cleanliness.
- Flexible and adaptable, with availability to work early mornings, evenings, weekends, and holidays.
- Passionate about creating memorable customer experiences and fostering a positive workplace culture.

About Us:

At ARRO Coffee, we bring the vibrant essence of Italy to the heart of London. Inspired by Italian food, culture, and tradition, our stores are a destination

for coffee lovers and food enthusiasts alike. We take pride in our artisanal coffee blends, freshly made pastries, sandwiches, and salads, and most importantly, the warm, inviting atmosphere that makes our café a beloved gathering spot. Whether it's a quick espresso or a leisurely afternoon with friends, we strive to offer our customers an exceptional experience every time they visit.

Job Types: Full-time, Permanent

Pay: £31,850.00-£33,696.00 per year

Benefits:

- Company pension
- Discounted or free food
- Employee discount
- Store discount

Cover Letter

Dear Hiring Team at ARRO Coffee,

I am writing to express my interest in the Coffee Shop Manager position at ARRO Coffee. Having several years of experience working in café environments, including as a barista, I have developed a strong understanding of high-quality coffee preparation, customer service, and daily store operations. I am excited about the opportunity to bring my skills and passion for hospitality to your team.

In my previous roles, I have gained hands-on experience in preparing a wide range of coffee drinks, maintaining high standards of cleanliness, and ensuring a welcoming environment for every customer. Working closely with teams in fast-paced settings has strengthened my leadership, communication, and problem-solving abilities. I consistently strive to create a positive atmosphere both for guests and colleagues.

I am confident that my strong work ethic, attention to detail, and commitment to excellent customer service align well with the expectations outlined in your job description. I am enthusiastic about the possibility of contributing to ARRO Coffee's mission of providing exceptional quality and memorable customer experiences.

Thank you for considering my application. I would be delighted to further discuss how my experience and enthusiasm can support your team. I look forward to the opportunity to speak with you.

Kind regards,
Gabriel Birladeanu