

Certificate of Higher Education Employability Skills

Module: Professional Career Development

Module code: BMSW4012

Lecturer name: Muhammad Cassamo

Assignment Title: Job Interview practical task

1. Cover letter
2. CV
3. Job description

Irina Enachi
2409706

Cover Letter

Dear Hiring Manager,

I am writing to express my interest in applying for the part-time barista position at Mokoko bakery. My enthusiasm for high-quality coffee, exceptional customer service, and the craft of producing exceptional espresso beverages positions me as a great fit for your team. I have developed my skills in diverse coffee environments and am excited to bring my knowledge and passion to Mokoko. In my previous positions as a barista, I developed substantial experience in the preparation and service of various beverages, such as espresso-based drinks, and pour-overs, while creating a friendly and welcoming environment. I took confidence in my meticulous dedication to detail, ensuring that each beverage is carefully created, while making sure that every customer feels appreciated and satisfied. I perform in situations that require both efficiency and social commitment, whether via pleasant conversation or handling a busy rush hour. I truly respect Mokoko Bakerie's recognised reputation for quality, community, and originality. I am extremely fascinated to the potential of working with a company that prioritises artisan baking and speciality coffee, as an exceptional coffee experience is added by careful, high-quality ingredients. I am enthusiastic about the opportunity to improve the welcoming ambiance of your café, and I am excited to discover more about Mokoko's unique offers. I believe that my work skills, enthusiasm for coffee and my focus on customer service will make me an important value to your team. I would appreciate the opportunity to meet with you to discuss my potential contributions to Mokoko Bakerie's continued success.

Thank you for considering my application and I look forward to having a chance to discuss my skills and qualification in more depth.

Best regards,

Irina Enachi

Curriculum Vitae

Irina Enachi

Barista

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Personal Statement:

Client-focused and energetic barista with 3+ year of expertise with passion of delivering exceptional coffee experiences. Familiar with creating different beverages to meet customers' demands. Proven potential to control a variety of customer service and administrative tasks.

Work History:

Pret A Manger, Bristol - Senior Barista, 02/2020 - 03/2022

- *Mentored junior baristas to build up skills in coffee crafting*
- *Delivered incredible customer service and exceptional coffee true the day*
- *Created a safe and hygienic workplace*
- *Working with the team to provide best service*

La Bakerie, London - Barista/Cashier, 05/2018 - 01/2020

- *Provide great customer service*
- *Prepare and serve variety of drinks*
- *Managed cash register*
- *Keep the workplace clean and safe*
- *Trained new employees*
- *Opening and closing store*

Education:

- *University of Wales Trinity Saint David, Cardiff – Certificate of Higher Education Employability Skills, 09/2024 - current*
- *Grigore Vieru Theoretical Lyceum, 09/2007 - 05/2012*

Qualification:

- *London School of Coffee, Barista training, 2019*
- *English Level B1, 2020*

Skills:

- Coffee brewing
- Inventory management
- Cash handling
- Teamwork
- Time management
- Customer service
- Bilingual
- Critical thinking and problem solving

Interest:

Trying new food

Discover best places for a coffee

Travel

Job Description

MoKoko Bakerie, Bristol

Position Title: Barista

Salary: £13.50/hour, Part-time

Job summary:

Mokoko is an independent bakery in Bristol and Bath. Everything we sell is made fresh on site and served still warm over the counter. All our coffee is seasonally sourced. We only hire people with great attitudes and who absolutely care about people. We are dedicated to the personal growth and development of our employees. The barista is in charge for serving all products with friendly, personalised attention towards each customer. The barista also is responsible for educating customers about our seasonal coffees and teas. As a barista you will contribute to the success of our new bakerie.

Responsibilities include:

- *Provide excellent customer service*
- *Prepare a variety of coffee and tea beverages, following recipes and keeping quality standard*
- *Ensure that all customers are educated on our products and services*
- *Build up your knowledge about coffee and tea regions and the variety in flavours and blends*
- *Engage with the team to provide the best service*
- *Maintain the work area clean and safe*
- *Stay update with coffee trends*

Benefits:

- *Flexible working hours*
- *Discounted/ free food and drink*
- *Performance bonus scheme*
- *Employees growth*
- *Sick pay*
- *Holiday pay*
- *Free parking*
- *Company pension scheme*

Qualification, Requirements:

- *Excellent verbal and written skills*
- *Well organized*
- *Knowledge in coffee*
- *Team player*

Experience:

- *Barista experience: 1 year(preferred)*
- *Hospitality: 1 year(preferred)*
- *Customer service: 1 year(preferred)*

Want to be part of the Mokoko tribe? Baker, barista or behind the scenes, we are always interested to hear from people passionate for food and drink.

Registered Address: 6 Abbey Churchyard, Bath, BA1 1LY

Six locations over Bath and Bristol

Established in 2011 and located in the Southwest of England

Over 200 employees

New location coming soon in 2025