

Job Title: Coffee Shop Team Member

Location: Swansea Train Station

Company: Upper Crust

Job Type: Full-Time 30-40h/week

Pay: £12.50 per hour

About the company

Upper Crust is a globally recognized brand, offering high-quality food and coffee to customers in a vibrant and welcoming environment. Located in key travel hubs and city centres, our commitment to exceptional service and fresh, fast food makes us a favourite stop for customers on the go.

We're looking for enthusiastic Coffee Shop Team Members to join our Swansea team and help us continue creating memorable experiences for every customer.

The Role

As a Coffee Shop Team Member, you'll:

- Provide friendly, prompt, and outstanding customer service.
- Prepare and serve high-quality coffee and food items according to company standards.
- Maintain a clean and inviting environment for customers.
- Handle transactions accurately and efficiently.
- Assist with stock management and restocking during busy periods.

What We're Looking For

We're seeking candidates who:

- Are passionate about delivering excellent customer service.
- Work well in a fast-paced environment.
- Have strong teamwork skills.
- Are proactive, reliable, and willing to learn.
- Previous experience in a similar role is desirable but not essential, as full training will be provided.
- Necessary Skills:

Customer Service Excellence: A passion for creating a positive and welcoming experience for customers.

Teamwork: Ability to work effectively with colleagues to ensure smooth day-to-day operations.

Barista Skills: Knowledge or willingness to learn how to prepare coffee to a high standard (training provided).

Cash Handling: Ability to process transactions accurately and efficiently using a till system.

Benefits

- Competitive hourly pay of £12.50.
- Flexible shifts to suit your schedule.
- Career development opportunities within a global brand.
- 25% employee discounts on food and drinks.
- A positive and supportive work environment.
- Full training provided.

LARA MEDINA BARCENILLA

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Professional Profile

Highly motivated and detail-oriented housekeeping supervisor with extensive experience in maintaining high standards of cleanliness, organization, and guest satisfaction in hotel environments. Skilled in team leadership, staff training, and effective communication to ensure operational excellence. Passionate about delivering exceptional service and creating welcoming spaces for guests.

Key Skills

- Strong leadership and team management capabilities.
- Excellent communication and interpersonal skills.
- Proficient in scheduling and managing housekeeping tasks.
- Knowledge of health and safety protocols in hospitality.
- Familiarity with housekeeping equipment and cleaning supplies.

Professional Experience

Housekeeping Supervisor

The Dragon Hotel, Swansea
02/2024 – Present

- Supervise daily operations of the housekeeping team, ensuring cleanliness and organization throughout the hotel.
- Train, mentor, and support staff, ensuring adherence to company policies and standards.
- Conduct regular inspections of guest rooms, public areas, and back-of-house spaces to guarantee quality.
- Manage inventory, including ordering and maintaining cleaning supplies.
- Address guest inquiries and resolve complaints promptly to maintain high satisfaction levels.

Housekeeper

Indigo Hotel, Cardiff
04/2022 – 01/2024

- Cleaned and prepared guest rooms to a high standard, ensuring attention to detail.
- Reported maintenance issues and followed up to ensure timely resolutions.
- Assisted in training new housekeeping staff on cleaning procedures and hotel policies.

- Supported the housekeeping supervisor in managing daily tasks.

Education and Qualifications

- CertHe Employability Skills. UWTSD Swansea. Current studies.
- Certification in Health and Safety (e.g., COSHH, First Aid), provided by Indigo Hotel, 2022

Additional Information

- Languages: Fluent in Spanish, Italian and French.
- Availability: Flexible to work shifts, weekends, and holidays.
- References: Available upon request.
- Driving license and access to vehicle.

COVER LETTER

Lara Medina Barcenilla

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Swansea, SA15DQ

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Daniel Luque Fernandez
Marriot Hotel Swansea

Dear Mr Luque,

I am excited to apply for the Housekeeping Supervisor role at Marriot Hotel Swansea, as advertised on Indeed. With extensive experience as a Housekeeping Supervisor and a proven track record of maintaining exceptional cleanliness and organization standards in hospitality, I am eager to bring my dedication and expertise to your team.

In my current role as Housekeeping Supervisor at The Dragon Hotel, I lead a team of housekeeping staff, ensuring consistent delivery of high-quality service. I am adept at managing schedules, training employees, and conducting regular inspections to guarantee compliance with health and safety standards. My proactive approach has consistently resulted in increased guest satisfaction and operational efficiency.

Previously, as a housekeeper at Indigo Hotel, I developed a keen eye for detail and contributed to staff onboarding and training processes. My multilingual abilities in Spanish, Italian, and French allow me to connect with diverse teams and guests, fostering positive experiences for all.

I am currently enhancing my qualifications with a Certificate of Higher Education in Employability Skills at UWTSD Swansea, complementing my hands-on experience with further professional development. My ability to adapt to new challenges, combined with my commitment to excellence, positions me as a strong candidate to contribute to Marriot's goals.

I would be delighted to discuss how my skills and experiences align with your needs during an interview. Thank you for considering my application. I look forward to the opportunity to contribute to your team's success.

Yours sincerely,

Lara Medina Barcenilla