

THABO MAKUTUTSA

 Soweto, Gauteng  068 092 0219  makututsathabo509@gmail.com  ID: 0512145673087

PROFESSIONAL SUMMARY

Energetic, reliable, and customer-focused individual with 8 months of practical experience in a fast-paced food and beverage environment. Skilled in espresso machine operation, basic barista techniques, kitchen preparation, and point-of-sale management. Strong foundation in tourism studies with a practical understanding of customer satisfaction, hygiene standards, and team operations. Adaptable, punctual, and eager to contribute effectively to a hardworking team.

KEY SKILLS & COMPETENCIES

Barista & Drink Prep

Espresso machine operation, milk frothing/steaming, coffee blending, specialty beverages.

Kitchen & Food Prep

Basic food assembly, ingredient prep, station setup, hygiene standards, order packing.

Customer Service

Counter service, order taking, active listening, prompt issue resolution, hospitality focus.

Cashiering & POS

Cash handling, speed-of-service, point-of-sale management, card payments, register balancing.

WORK EXPERIENCE

Barista & Counter Service Assistant — Xpresso Cafe

8 Months

- Operated commercial espresso machines and coffee grinders to prepare high-quality beverages during high-volume peak hours.
- Executed daily food prep duties including sandwich assembly, pastry warming, ingredient portioning, and strict food safety adherence.
- Welcomed customers, managed counter orders, and accurate card/cash transaction processing using the POS system.
- Maintained rigorous sanitation standards across coffee machinery, prep stations, and dining areas.
- Managed shift-end register balancing, stock rotation, and proactive inventory status reporting to supervisors.

EDUCATION

Grade 11

Seana Marena High School

Key Focus Area: Tourism

Core Competencies Gained: Customer service principles, cultural awareness, professional communication, and tourism industry standards.

REFERENCES

Xpresso Cafe Management

Position: Store Manager / Supervisor

Contact details available upon request