

Mekdes Normand

Barista · Front of House · Reception

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BASED IN

Archway, London

PROFILE01

Barista and front-of-house professional with three years across cafés, restaurants, a fitness studio and a property staging business in London and Canada. Currently at Whiskers & Cream in a combined barista, waitress and cook role, with experience dialling in espresso machines, running the till and front desk during service and preparing food to specification. Previously Front Desk Associate at SoulCycle Soho and Barista at Blank Street Coffee. Organised, calm under pressure and quick to learn new systems.

SKILLS02

- Dialling In Coffee Machines** Experienced in dialling in espresso by adjusting grind size, dose and yield.
- Front-of-House & Reception** Confident first point of contact: greeting customers, managing check-ins and queues, and keeping the front desk calm when it is busy.
- Customer Experience Focused** Naturally outgoing; creates warm, memorable interactions that make people feel genuinely welcomed and excited to return.
- Organised & Administrative** Handles bookings, correspondence, records and opening and closing checklists accurately and on time.
- Strong Communication Skills** Friendly, adaptable communicator who connects with different personalities and adapts tone to the person and the situation.
- Detail-Oriented Under Pressure** Juggles multiple priorities while keeping presentation, accuracy and customer experience at a consistently high standard.
- Adaptable & Quick to Learn** Picks up new systems and processes quickly, with a proactive attitude and a willingness to step in where needed.
- Digitally Confident** Comfortable with POS and booking systems, tablets, email and fast-moving digital workflows.

EDUCATION

High School Diploma

Graduated with honors at Bonar Law Memorial — Class of 2022, Rexton

LANGUAGES

English★★★★★

French★★★★★

EXPERIENCE03

Barista, Waitress & CookMay 2026 — Present

- Whiskers & Cream — London
 - Rotate across three roles in a small café team: bar, floor and back-of-house kitchen.
 - Dial in the espresso machine at open and adjust grind and dose through the day to keep shots consistent.
 - Prepare and plate menu items to spec in the kitchen, following food hygiene and allergen procedures.
 - Trusted to run the till and front counter on my own during service, processing payments and sorting out any issues.
 - Take orders and bookings, run food and drinks, and turn tables quickly during busy weekend service.

BaristaJul 2024 — Jan 2026

- Blank Street Coffee — London Soho
 - Prepared high-quality coffee and espresso drinks with speed and consistency.
 - Delivered excellent customer service in a fast-paced, brand-led environment across several London stores.
 - Worked at multiple marketing events on behalf of the brand, including London Fashion Week.
 - Handled transactions efficiently and supported opening/closing procedures.

Front Desk AssociateMar 2025 — Sep 2025

- SoulCycle — London Soho
 - Managed front-of-house operations, checking in riders and maintaining a welcoming studio environment across high-demand classes.
 - Handled customer correspondence and basic admin, engaging with both new and returning members.
 - Built relationships with regulars and played an active role in customer retention.
 - Supported events with influencers and cosmetic and fitness brands.

WaitressNov 2023 — Mar 2024

- The Cliff Poole — Bournemouth, Dorset
 - Delivered fast, friendly service in a high-volume restaurant environment.
 - Coordinated with kitchen staff to ensure timely, accurate orders; assisted opening/closing duties.

Home Staging & Events2020 — Nov 2023

- Kent Homes — NB, Canada
 - Sourced and styled décor and homewear to present each property at its best ahead of viewings.
 - Planned and ran housewarming events across six properties as part of the sales process.

CashierApr 2022 — Oct 2023

- The Ice Cream Shop — Bouctouche, NB, Canada
 - Built strong rapport with customers through personalised service.
 - Stocked and maintained display areas; drove repeat business via a welcoming customer experience.