

# SELECTED CUSTOMER EXPERIENCE

Uma  
Barista

I developed my expertise in coffee operations and became an independent consultant specializing in the development of premium coffee concepts. I collaborate with brands in the hospitality industry to create experiences that are strategically planned, operationally efficient, and aligned with the expectations of a high-end market. From supplier selection to execution, my work ensures consistency, differentiation, and long-term performance.



# WHY INVEST IN COFFEE TRAINING?

Uma  
Barista

Because consistency is built through people.

Even with great coffee and equipment, the customer experience depends on the team behind the bar.

Coffee Training helps improve:

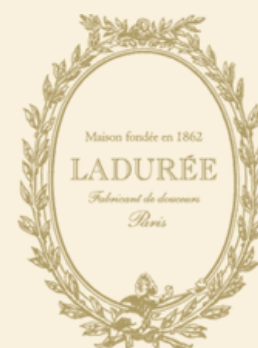
- Extraction consistency
- Workflow efficiency
- Customer service
- Product knowledge
- Team confidence
- Daily operational standards

Well-trained teams create better experiences, stronger customer connections and more consistent results.

At **Uma Barista**, we provide practical coffee training focused on real-world café operations, service quality and long-term business performance.



CAFÉS  
**RICHARD**  
— 1892 —  
MAISON RICHARD



**RIKAS**

HOSPITALITY GROUP

