ROBERT SMITH

Barista Supervisor

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SUMMARY

Efficient and effective retail sales professional with four years of management experience, excellent customer service history, and exemplary attendance records. Accustomed to high-volume merchandising and fast-paced transactions. Experienced in training, scheduling, and payroll. Leads by example and practices rational clear decision-making skills when faced with difficult circumstances.

CORE COMPETENCIES

Excellent Communication in both English & Arabic.

PROFESSIONAL EXPERIENCE

Barista Supervisor

ABC Corporation - August 2012 – August 2015

Key Deliverables:

- Consistently provided friendly guest service and heartfelt hospitality.
- Promptly and empathetically handled guest concerns and complaints.
- Demonstrated integrity and honesty while interacting with guests, team members, and managers.
- Maintained high standards of customer service during high-volume, fast-paced operations.
- Built loyal clientele through friendly interactions and consistent appreciation.
- Cross-trained and coordinated scheduling with team members to ensure seamless service.
- Followed food safety procedures according to company policies and health and sanitation regulations.

Barista Supervisor

Delta Corporation - 2011 – 2012

Key Deliverables:

- Prepare and serve hot and cold beverages, like coffee drink, espresso drink, tea, press juice and blended drinks.
- Weigh, grind and pack coffee been for customers Clean and sanitize work station and equipment Operate the point of sale system Check temperature of .
- Supervising 4-5 employee each shift Preparing coffee, lattes, frappucinio, cappucinio and teas.
- Stock product Provide a great atmosphere for customers and employees.
- Responsible for ordering, updating and fulfilling inventory needs, scheduled and managed four employees.
- Responsibilities - To establish Starbucks Cafe as the premier purveyor of the world finest coffee.
- Maintaining and applying the highest quality standards of excellence to create the customers "Third Place" after home & work.

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EDUCATION

- Associate of Arts - (Western Piedmont Community College - Morganton, NC)

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