



BENJAMIN LEE

Cafe Manager

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PROFESSIONAL SUMMARY

Experienced Cafe Manager with 5 years in boosting customer engagement and operational efficiency. Skilled in leading teams, managing inventory, and crafting unique beverage experiences that enhance satisfaction. Dedicated to upholding high standards of service and cleanliness, creating a welcoming environment that keeps customers coming back.

WORK EXPERIENCE

Cafe Manager Apr / 2021-Ongoing
Maple Leaf Consulting Toronto, ON

- 1. Coordinated food and beverage deliveries, ensuring quality and compliance with safety standards.
- 2. Maintained records for government regulations regarding sanitation and food safety.
- 3. Analyzed sales data to identify trends and optimize menu offerings.
- 4. Managed purchasing of equipment and supplies, ensuring cost efficiency.
- 5. Oversaw maintenance and repairs of equipment, coordinating with service providers.
- 6. Conducted regular inventory checks and managed stock levels effectively.
- 7. Established performance standards for staff, focusing on customer service excellence.

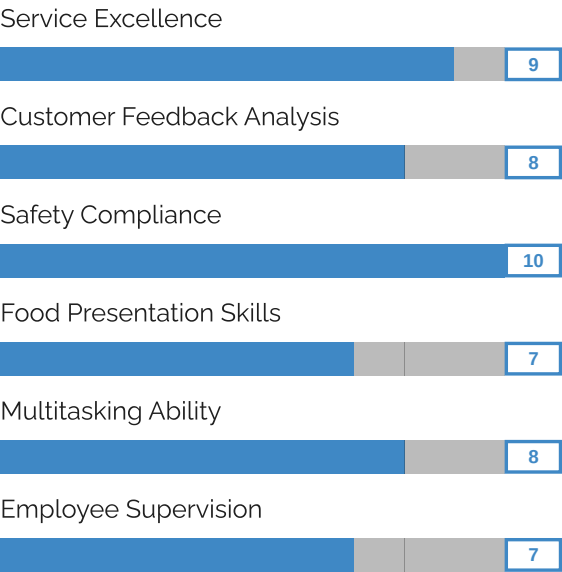
CAFE MANAGER Apr / 2020-Apr / 2021
Crescent Moon Design Portland, OR

- 1. Led training and onboarding for new cafe staff, instilling best practices in customer service.
- 2. Managed inventory levels and ordering processes for optimal stock availability.
- 3. Enhanced customer experiences through attentive service and personalized interactions.
- 4. Ensured cleanliness and compliance with health codes throughout the cafe.
- 5. Designed appealing displays and selected music to enhance the cafe atmosphere.
- 6. Tracked financial transactions accurately, managing cash and credit operations.

EDUCATION

Associate of Applied Science in Culinary Arts Apr / 2019 - Apr / 2020
Culinary Institute of America Portland, OR
Focused on culinary skills, food safety, and restaurant management.

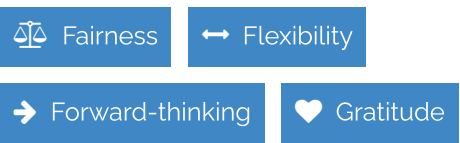
SKILLS



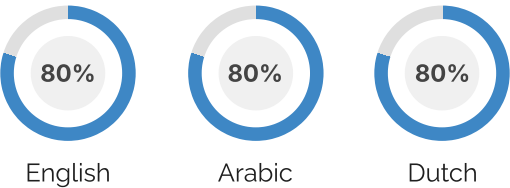
INTERESTS

- Gaming Fashion
- Film Technology

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- Increased overall customer satisfaction scores by 20% through enhanced service strategies.
- Reduced food waste by 15% through effective inventory management and menu optimization.
- Implemented a new training program for staff, improving service speed by 30%.