

Emi Hume

Coffee Shop Manager

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☎ (471) 665-2572
📍 123 Maple Street, Portland,
ME 04101

Education

**Associate of Applied Science
in Hospitality Management at
Southern Maine Community
College, South Portland, ME**

Sep 2018 - May 2022

Relevant Coursework:
Hospitality Operations, Food
and Beverage Management,
Event Planning, Human Resource
Management, Marketing and
Sales, Front Office Management,
Customer Service, and
Hospitality Law.

Links

[linkedin.com/in/emihume](https://www.linkedin.com/in/emihume)

Skills

Barista expertise

Inventory management

Staff scheduling

Customer service

Sales forecasting

Conflict resolution

POS proficiency

Languages

English

Urdu

Profile

Results-oriented Coffee Shop Manager with 1 year of experience in leading successful coffee shops. Adept at driving business growth through excellent customer service, efficient operations management, and team leadership. Skilled in inventory control, budgeting, and marketing strategies. Committed to creating a welcoming environment and delivering a consistently high-quality product to customers.

Employment History

Coffee Shop Manager at Aroma Joe's Coffee, ME

Mar 2023 - Present

- Successfully increased overall sales by 25% within the first year of management by implementing targeted marketing campaigns, enhancing customer service, and introducing new beverage options at Aroma Joe's Coffee, ME.
- Streamlined staff training and scheduling processes, resulting in a 40% reduction in employee turnover and a 20% increase in overall staff productivity during the two years of management at Aroma Joe's Coffee, ME.
- Implemented a loyalty program that attracted over 1,000 new customers and increased repeat customer visits by 30% within six months, contributing to a significant boost in revenue for Aroma Joe's Coffee, ME.

Assistant Coffee Shop Manager at Coffee By Design, ME

Jul 2022 - Feb 2023

- Successfully increased overall customer satisfaction by 25% through the implementation of new staff training programs and improved customer service protocols.
- Streamlined inventory management processes, resulting in a 15% reduction in waste and a 10% cost savings on supplies and ingredients.
- Developed and implemented a new marketing strategy that increased foot traffic by 20% and boosted monthly sales by 12%.
- Spearheaded a team initiative that raised \$5,000 for a local charity through a series of in-store events and promotions.

Certificates

Specialty Coffee Association (SCA) Barista Skills Certificate

Feb 2022

National Restaurant Association ServSafe Food Manager Certification

May 2020

Memberships

Specialty Coffee Association (SCA)