

MARVIN FRANCIS

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EDUCATION

Bachelor of Arts in Hospitality Management

Delaware Technical Community
College, Wilmington, DE
September 2006 - June 2008

KEY SKILLS

- Staff training and deployment
- Performance management
- Promotional upselling
- Food and beverage hygiene
- Customer service
- Strong communication style
- Fluent in Spanish

CERTIFICATIONS

- Speciality Coffee Association Professional Diploma, September 2014

Inspiring and supportive lead barista with a talent for motivating staff through meaningful reward and recognition schemes. Organized and strategic planner with a proven aptitude for deploying staff according to their strengths to maximize productivity. Outstanding understanding of hot and iced coffee preparation standards with expert knowledge of latte art and presentation methods.

PROFESSIONAL EXPERIENCE

Lead Barista

Starbucks, Wilmington, DE | July 2016 - Present

- Leverage strategic skills to plan staffing levels and direct colleagues on shift, increasing store productivity by 43% over 3 years
- Generate and oversee a staff reward and performance management system to improve staff retention by 87% in 2020
- Design and deliver a professional development course to develop staff members' understanding of beverage preparation core standards
- Lead a team of 12 colleagues to enthusiastically promote the chain's promotional offers, increasing sales by an average of 32% year on year

Barista

Sweet Nel's, Wilmington, DE | July 2008 - July 2016

- Processed cash and card transactions accurately and efficiently using the point-of-sale-system
- Followed detailed written preparation specifications to ensure consistent flavor and quality for every order, receiving an average 99.2% satisfaction score
- Upsold the store's range of take-home coffee blends and cups, consistently ranking in the top 10% for additional sales revenue
- Performed regular coffee machine maintenance and cleaning per food hygiene guidelines and protocols