

Sofia Reyes

Cafe Associate

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SUMMARY

Cafe Associate with 2 years at a neighborhood grocery market, the last 14 months behind its in-store coffee bar serving about 300 guests a day. Makes espresso drinks, drip coffee and smoothies, keeps the pastry case full and fresh, and uses customer service and organizational skills to keep lines short.

SKILLS

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|-------------------|-----------------|-------------------------|
| • Espresso Drinks | • POS System | • Customer Service |
| • Drip Coffee | • Cash Handling | • Organizational Skills |
| • Smoothies | • Food Safety | |
| • Pastry Case | • Inventory | |

EXPERIENCE

Cafe Associate	08/2025 - Present
Olentangy Fresh Market	Columbus, OH

- Handle espresso drinks, drip coffee and smoothies for about **300 guests** a day at the in-store cafe.
- Build the pastry case each morning from 25 bakery items, cutting day-end markdowns by about 15%.
- Process cafe and grocery sales on the POS system, with cash handling that matched the register report on 98% of shifts.
- Record food safety temperatures for the milk cooler and pastry case every 4 hours, passing all 3 store audits.

Cashier	09/2024 - 07/2025
Olentangy Fresh Market	Columbus, OH

- Checked out about 150 customers per shift at a busy front-end register with accurate produce codes.
- Signed up 120 customers for the store loyalty program in 10 months, the second highest on the front end.
- Counted inventory of cafe cups, lids and syrups weekly for the cafe lead before moving to the cafe team.
- Earned 4 customer compliment cards in 2025 for friendly, patient service during holiday rushes.

EDUCATION

Associate of Arts
Columbus State Community College
General Studies
Columbus, OH
05/2027

CERTIFICATES

ServSafe Food Handler	08/2025
National Restaurant Association	