HANNAH WHITAKER

CAFE SUPERVISOR

CONTACT

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Minneapolis, MN

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SKILLS

- Shift Supervision
- Staff Scheduling
- Labor Cost
- Inventory Ordering
- Food Safety
- Cash Handling
- POS System
- Staff Training
- Attention to Detail
- Organizational Skills

EDUCATION

Associate of Applied Science

05/2021

Minneapolis College

Minneapolis, MN

Hospitality Management

CERTIFICATES

Certified Food Protection Manager (CFPM)

04/2023

Minnesota Department of Health

ServSafe Manager Certification

04/2023

National Restaurant Association

SUMMARY

Cafe Supervisor with 7 years in coffee and bakery cafes, now supervising a team of 12 at a bakery cafe that does $1.4 million in yearly sales. Runs shift supervision, staff scheduling, inventory ordering and food safety checks with attention to detail and organizational skills that keep labor and waste on budget.

EXPERIENCE

Cafe Supervisor

03/2023 - Present

Nicollet Avenue Bakery Cafe — Minneapolis, MN

- Lead a team of **12 staff** across 2 daily shifts, covering the coffee bar, pastry counter and register.
- Build weekly staff schedules against the sales forecast, bringing labor cost down from 31% to 27% of sales.
- Manage inventory ordering for coffee, dairy and packaging from 4 vendors, cutting monthly waste by $900.
- Complete daily food safety checks and train every new hire on them, with no critical findings in 3 inspections.

Shift Lead

06/2021 - 02/2023

Lake Harriet Coffee House — Minneapolis, MN

- Opened and closed the cafe 4 days a week, counting drawers and safe deposits of up to $3,000.
- Coached 5 baristas on drink standards and the POS system, lowering remakes to under 2% of drinks.
- Handled guest complaints and refunds on shift, keeping online ratings at 4.7 of 5 over 18 months.
- Counted weekly inventory of milk, coffee and cups and passed reorder lists to the manager.

Barista

07/2019 - 05/2021

Lake Harriet Coffee House — Minneapolis, MN

- Prepared espresso drinks, teas and pastries for 300 to 350 guests on busy weekend mornings.
- Processed cash and card sales on the POS system with balanced drawers on 98% of shifts.
- Cleaned and sanitized the bar, dish area and pastry case to the closing checklist.