

KEYATTA DILAPI

Coffee Shop Manager

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126 Marjorie Lane, Manchester, CT 06042



PROFILE

Coffee Shop Manager with 5+ years of experience in the food and beverage industry. Possesses excellent communication, leadership, and customer service skills. Experience managing baristas, shift leaders, and all other staff members. Maintains a cleanliness score above 90%. Experienced multitasker able to handle any coffee shop need while providing great customer service.

LINKS

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

SKILLS

Cash management

Inventory control

Food safety knowledge

Scheduling and labor optimization

Customer service skills

Marketing abilities

Ecommerce, merchandising, and digital marketing

LANGUAGES

English

Indonesian

EMPLOYMENT HISTORY

● Coffee Shop Manager at Dunkin' - Massachusetts

Apr 2022 - Present

- Increased coffee shop sales by 20% through effective marketing and management of staff.
- Hired and trained new baristas, increasing efficiency and customer satisfaction rates in the process.
- Implemented cost-saving initiatives that lowered overall expenses by 3%.
- Ber Introduced a number of successful promotions, such as "coffee of the day" deals and holiday discounts, which drove up revenue during traditionally slow periods. 5 oversaw all aspects of daily operations for a busy coffee shop with over 200 transactions per day.

● Assistant Coffee Shop Manager at Starbucks - Washington

Jul 2017 - Mar 2022

- Increased coffee shop sales by 10% through effective marketing and promotions.
- Reduced costs by 5% through optimizing product delivery schedule
- Implemented new accounting software which resulted in 20% time savings on bookkeeping tasks.
- Hired and trained 3 new baristas, improving customer satisfaction levels by 15%.
- Created a loyalty rewards program resulting in 5% increase in returning customers.

EDUCATION

B.S. in Accounting at Washington University, St. Louis, MO

Sep 2013 - May 2017

I learned technical skills in business and a related field while studying for my Bachelor's degree.

CERTIFICATES

SCA Certified Coffee Professional (SCA-CCP), Coffeelab S.A.

Dec 2020

National Restaurant Association Educational Foundation ServSafe Food Handler Certificate

May 2019

Barista Level I and II Certifications from the Specialty Coffee Association of America (SCAA)

Oct 2017