

Hannah Cook

Coffee Shop Manager

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Results-driven Coffee Shop Manager with six years of leading café operations. Expertise in team building, budget management, and customer loyalty programs. Achieved a 25% sales growth by optimizing staffing and promotional events.

Key Skills

- P&L & budget oversight
- Team recruitment & training
- Loyalty program development
- Inventory & cost control
- Event promotion

Professional Experience

Coffee Shop Manager, Roast & Co., Chicago, IL
April 2019 – Present

- Oversee daily operations for a 15-seat café, managing a \$500K annual budget
- Launched a rewards program that increased repeat visits by 30%
- Reduced labor costs by 10% through optimized shift scheduling

Assistant Manager, SipStation, Chicago, IL
May 2016 – March 2019

- Supervised a team of seven baristas, improving staff retention from 60% to 85%
- Implemented barista skill workshops, boosting beverage quality scores by 20%
- Managed inventory orders, cutting overstock waste by 15%

Education

Loyola University Chicago, Chicago, IL
Bachelor of Science in Business Administration
May 2016

Certifications

Certified Hospitality Supervisor (CHS), American Hotel & Lodging Educational Institute, May 2018