

# BEN KINGSTON

6913 W 123rd Terrace Apt 714, Overland Park, KS 66209

T: 913 954-8575 • E: [84benkingston@gmail.com](mailto:84benkingston@gmail.com)

---

As an experienced Manager with over 18 years of experience, I possess strong sales, commerce and customer service skills. I also have a background working as a Tour Manager in the music industry. I have a proven track record of delivering strong customer service and increasing revenue, both in the UK and US. I am highly people and service oriented, reliable and thrive whenever challenged by or presented with difficult situations.

---

## KEY SKILLS

- 18 years of experience managing sales and commerce.
  - Track record of motivating teams and increasing revenue.
  - Experience in allocating budgets, buying products, business accounting, recruitment, staff schedules, daily sale reports, inventory control, quarterly forecasts, daily targets and performance reviews.
  - Excellent customer service – track record of delivering high standards, hitting and outperforming sales goals, metrics and adapting to challenging situations.
  - Excellent time management and team development skills.
  - Highly adaptable in dealing with organizational change – providing shift cover in alternative locations.
-

## EMPLOYMENT HISTORY

November 2022 – Present- Assistant Team Lead Whole Body, - Whole Foods Market Overland Park, Kansas

Achievements and responsibilities:

- Assists team leader in all aspects of daily operations including profitability, expense control, buying, merchandising, labor, regulatory compliance. Includes spoilage reporting, scheduling, open to buy report, and stock take.
- Relocated old location to new flagship location.
- Maintain store layout and product merchandising.
- Acts as point person in Team Leaders absences.

August 2021 – November 2022- Assistant Team Lead Produce/Floral, - Whole Foods Market Olathe, Kansas

Achievements and responsibilities:

- Assists team leader in all aspects of daily operations including profitability, expense control, buying, merchandising, labor, regulatory compliance. Includes spoilage reporting, Organics compliance, scheduling, open to buy report, and monthly stock take.
- Oversees a staff of 15 team members including a supervisor, buyer and team trainers.
- Maintain store layout and product merchandising.
- Acts as point person in Team Leaders absences.

Oct 2019-February 2020 Barista - Quevedo 1981 Almeria, Spain

Achievements and responsibilities:

- Barista/ bartender daily operations.
- Opening /Closing.
- Worked at Quevedo to learn Spanish and move back into retail management in Spain.
- Unfortunately the pandemic hit and everything shut down. Entire staff was laid off.
- Decided to move back to the US shortly after travel from Spain opened up (July 2021).

Feb 2018 – Oct 2019 General Manager - Taylor St Baristas London, England

Achievements and responsibilities:

- Oversee daily operations; ordering/receiving stock, tills/POS, banking, creating weekly schedule using labor % to budget, bi-monthly stock take, tracking weekly and monthly revenue and preparing quarterly financial reports.
- Lead team to ensure health and safety standards are followed and are HACCP compliant.
- Minimize wastage of products while ensuring appropriate stock levels are kept.

- Running trial shifts and interviews, hiring including completion of onboarding documents and providing training.
- Lead investigator conducting disciplinary reviews.
- Weekly payroll including adjusting and submitting timecards and submitting back pay.
- Oversaw growth of business by 2% in the first 3 months in position, and increased sales week on week.
- Through strong leadership and teamwork, the customer satisfaction rate by 20% tracked by online survey and restaurant now holds a 4.7 star review on Google.

May 2017 – Feb 2018 Supervisor - Whole Foods Market London, England

**Achievements and responsibilities:**

- Oversaw daily routine of 30 team members, coffee bar, burrito counter, pizza shop, BBQ, and hot and cold salad bar.
- Created a weekly employment schedule for team members.
- Overseeing food safety and ensuring compliance with appropriate rules.
- Played an instrumental role in working with Amazon, regional and store management on the beta version of Whole Foods online through Amazon Prime and Amazon Fresh.
- Actively involved in interviewing and hiring new team members.
- Conducted quarterly and yearly reviews for team members.
- Monthly stock take.

May 2015 – Dec 2017 Tour Manager - Beautiful Bodies/Moose Blood (crew)  
USA/Europe

**Achievements and responsibilities:**

- Managed tours both domestic and international, including all logistical details such as transportation lodging, sight-seeing, meals and equipment transport.
- Responsible for tour members meeting travel requirements such as valid passports and visas.
- Selling, ordering and tracking sales of band merchandise. Driving sales of merch by setting up meet and greets pre and post show at merch counter.
- Involved in social media i.e. Instagram and SnapChat to promote shows and drive ticket sales.
- Maintain records, including expense accounts and debriefing reports.
- Coordinating schedules.
- Backline support, coordinating rentals of backline gear and setting up backline for nightly shows. Maintaining backline ensuring gear function correctly, fixing and replacing if needed.

March 2010 – May 2015 Manager - Home Depot, Olathe, Kansas

**Achievements and responsibilities:**

- Managed paint department and electrical department daily operations, sales, staff, and inventory.
- Responsible for managing and maintaining commercial accounts and daily sales.
- Heavily focused on sales and driving business through outstanding customer service and market knowledge of products. Consistently hit and exceeded sales targets and met metrics on a weekly basis
- Headed yearly inventory team responsible for accounting for \$7 millions of inventory and yearly sales of \$35 million
- Grew business year-on-year by using strong sales knowledge and management skills.

Feb 2006 – Feb 2010 Store Manager - Ink Coffee, Denver/Aspen)

**Achievements and responsibilities:**

- Managed daily operations including full lunch menu and in house roasted coffee.
- Drafted and prepared weekly staff schedule – working closely with all staff to ensure accuracy across the board.
- Responsible for preparing monthly P&L reports.
- Overseeing payroll: approving and adjusting timecards, submitting timecards to HR, and recording and submitting back pay.
- Rotated through 4 locations and opened new location.

---

## **EDUCATION**

- Aug 1999 - Sept 2003 Shawnee Mission East High School
- May 2003 - Dec 2005 University of Kansas