



Macy Diamond

5+ years of leadership experience in the food and beverage industry with proven success in decreasing operating costs and implementing programs to improve customer retention. Coffee enthusiast with a passion for wowing customers with excellent service and delicious brews.

WORK EXPERIENCE

Manager, Witchy Brews & Potions

Destin, FL • January 2016 — Present

- Prepared weekly work schedules for staff and found suitable replacements in cases of staff absence
- Ensured That all café expenses were within budget
- Identified new suppliers which decreased operational costs by 15%.
- Received delivered café supplies and verified that the correct items and quantities were delivered.
- Took inventory of café supplies and ordered new stock as needed.
- Resolved customer complaints regarding food quality and customer service.
- Suggested new menu items based on customers' preferences and feedback.
- Identified strategies to retain and attract customers, including implementing a new loyalty system which increased customer retention by 25%
- Deposited cash twice a week on Mondays and Fridays
- Maintained sufficient rolled coin and small bills in the safe
- Set up and completed roasting batches
- Managed storage areas and put away all deliveries when they arrive
- Counted and closed cash drawers after closing, bundling money in safe for deposit
- Reported maintenance needs
- Ensured cafe and employees complied with health and safety regulations
- Delegated checklist tasks and ensured completion
- Maintained updated records of daily, weekly and monthly revenues and expenses
- Advised staff on the best ways to resolve issues with customers and delivered excellent customer service

Barista, Starbucks

Destin, FL • January 2013 — December 2015

- Prepared and served drinks to over 300+ customers a day
- Answered customer inquiries about brews and flavors
- Bartended hot and cold beverages
- Greeted customers and provided information for specials and promotions
- Setup advertisement displays for new incoming merchandise, beverages and bakery items
- Recommended brews and flavors to specific customer tastes
- Demonstrated food and drink beverage knowledge
- Prepared espresso shots and specialty coffee drinks
- Regularly cleaned coffee machines, tables and chairs, counters, bathrooms, and other surfaces
- Replenished and rotated front of the house items to maintain proper inventory

PROFILE

- 📍 Destin, FL
- 📞 (985) 479-4037
- ✉ macydiamond@gmail.com
- 📷 instagram.com/mdiamond
- 🐦 twitter.com/mdiamond

SKILLS

- Customer Service
- Inventory Tracking
- Scheduling
- Communication
- Payroll
- Supply Ordering

EDUCATION

Orlando Community College

Destin, FL
2012 — 2014
Associate's Degree
GPA: 3.7/4.0

Edwards High School

Destin, FL
2008 — 2012
High School Diploma
GPA: 3.4/4.0

CERTIFICATIONS

- Food Handler's Certification
2021
- The Foodservice Management Professional (FMP)
2020