## Alison Cartwright

Assistant Manager

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## Professional Profile

* An insightful and influential Assistant Manager and trained Barista demonstrating over ten years experience in the management of hospitality operations and coffee shops.
* An accomplished and fully trained leader with solid expertise in leading initiatives to enhance the customer experience, increase profitability and maximise brand loyalty.
* Skilled in formulating profitable strategies, improving staff morale and boosting performance through effective coaching and training.
* Extremely confident in communication with the ability to build strong partnerships at all levels, including with customers and within the local community.
* Presently looking for a new leadership opportunity that will allow for continued professional development and career advancement. <https://www.cvtemplatemaster.com>

## Key Skills

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| --- | --- | --- |
| * Business Development
* HACCP & Food Hygiene
* Customer Service
* Team Leadership & Management
* Monitoring Performance & KPIs
 | * Team Leadership & Management
* Stock Management
* Line Management & Development
* Operations Management
* Workplace Health & Safety
 | * Sales Management
* Performance Tracking & Monitoring
* Problem & Issue Resolution
* Business Leadership
* Service Audits
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## Career Summary

### Supervisor

#### Café Late

##### August 2007 - Present <https://www.cvtemplatemaster.com>

I joined Café Late as a Barista and rapidly progressed my career to a shift supervisor where I maintain overall responsibility for the delivery of an excellent coffee experience in the absence of the General Manager. My daily responsibilities include designing shop plans, managing all aspects of the daily running of the premises; including all team management, delegation of responsibilities, compliance with food safety standards and quality control.

#### Key Achievements

* Devising the successful marketing strategy that resulted in an increase in sales with minimal impact on labour budgeting, including an increase in the last quarterly sales by 45%.
* Maintaining an overall view of customer service excellence and an awareness of a diverse product range to ensure all enquiries can be handled appropriately.
* Taking full ownership for leading and maximising all opportunities to drive sales and operational performance, which included setting clear objectives and goals and monitoring budgets.

### Barista & Team Leader

#### Costa Coffee

##### May 2000 - August 2007

Following the completion of my Barista training, I secured a role as a professional Barista and within 3 months I was promoted to Team Leader. During my time with the Coffee shop, I was instrumental in increasing revenues and improving customer satisfaction through the diversification of the daytime menu to cater for the peak morning and lunchtime trade. <https://www.cvtemplatemaster.com>

#### Key Achievements

* Devised a series of new menus and product ranges to further attract new customers and introduced a customer loyalty card to increase customer retention within a highly competitive market.
* Designed and delivered a series of staff training to further enhance the customer experience and provided ongoing coaching and support to empower and motivate the team.
* Upheld a series of internal processes, including managing an organised back-office function and administrative processes.

### Trainee Assistant Manager

#### Tesco

##### January 1998 – April 2000

I initially joined a local Tesco store as a Shop Assistant before receiving training and promotion to Trainee Assistant Manager within the store, where I provided integral support to the overall performance of the shop. My responsibilities included leading the shift and delivering customer quality and care.

#### Key Achievements

* Played a key role in developing strong partnerships within the community, which included leading a fundraising day for the local hospice trust which raised over £20K.
* Successfully completed a number of internal training courses and management training further equipping me with the skills and competencies to manage the store.
* Recognised by the company during the internal awards process for impressive store performance.
* Requested to cover other stores during Team Leaders absence and significantly impacted upon staff morale and performance thereby increasing sales and customer service.

## Education & Training

Professional Development & Recent Training Courses

* First Aid at Work (2021) and Managers Training (20210
* Level 2 Personal Licence Holder Certificate (2020)
* Food Safety Level 3 Certificate, London School of Coffee (2000)
* SCA Barista Intermediate Diploma, London School of Coffee (2000)
* Level 3 and 5 Management Training (Completed through Tesco) (1998-2000)
* BTEC Level 2 & 3 Business | London South Bank College (1998-2000)
* GCSEs, Including English and Mathematics, (1996-1998)

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