**Katelynn Cutie**

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**SUMMARY**

I am a hardworking and reliable person with strong ability in working under pressure. I am good with multitasking, highly organized, reliable, proactive and punctual with a team-oriented mentality.

**SKILLS**

| * Attention to Detail * Leadership Development * Decision Making * Clear Communication * Problem Solving | * Strategic Planning * Critical Thinking * Employee Relations * Relationship Building |
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**EXPERIENCE**

Barista Trainer, Starbucks, November 2020-Current

Beaufort, SC

* Worked with new employees on procedures and policies, including interacting with customers, cleaning areas and making orders.
* Taught team members how to make latest drinks and correctly perform new procedures.
* Had my trainee do coffee and tea tastings to showcase seasonal items and boost sales opportunities.
* Provided individualized instruction to match personal strengths, background and learning style of each employee.
* Maintained highest standards of conduct and service to support company reputation.
* Enthusiastically engaged my trainee during busy periods to keep mood light and fun.

Barisa, Starbucks, May 2018-Current

Beaufort, SC

* Greeted guests with pleasant smile and superior customer service.
* Prepared and served hot and cold beverages such as coffee, espresso drinks, blended coffees and teas.
* Operated cash register, collected payments and provided accurate change.
* Memorized official and off-menu coffee and tea preparations.
* Maintained calm demeanor during high-volume periods and special events.
* Maintained clean and organized workspace, enabling coworkers to locate resources and product.
* Educated customers on beverage menu items and provided samples of daily brews.
* Created complex, hand-crafted beverages based upon customer preferences.
* Decreased food and utensil waste by waste separation and recycling.

Shift Leader, Starbucks, March 2022-February 2024, Beaufort, SC

* Lead the team with opening and closing tasks and throughout the day.
* Handled money
* Made sure that the store was clean and restocked.
* Made the calls when it came to problem solving

**EDUCATION AND TRAINING**

Associate of Applied Science

Hospitality Management, , Technical College of The Lowcountry, Beaufort SC

**SERVE SAFE MANAGEMENT**

I took a test to get a Serve Safe certification for Food and Beverage Management.