

Francesco Phí

Hospitality & Retail Professional

Fishersville · Virginia · US
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Profile

Enthusiastic hospitality and retail professional with 5 years of hands■on experience in fast■paced service environments. Known for strong interpersonal skills, reliability, and a “can■do” attitude when dealing with customers and team members. Seeking a part■time role where my background in front■of■house service and inventory handling can contribute to overall operations.

Skills

Customer service & problem resolution, Cash handling & POS transaction processing, Food preparation & safety compliance, Basic inventory control & stock replenishment, Shift scheduling for floor staff, Bilingual communication, Microsoft Office, Team collaboration in high■traffic settings, Time management in shift■based work, Basic troubleshooting of coffee equipment

Languages

English | – Present

Native speaker

Italian | – Present

Conversational

Awards

Employee of the Month | 2020-12-01

Brewed Awakenings Café
Employee of the Month, Brewed Awakenings Café – Recognized for outstanding customer feedback and reliability (Dec 2020).

Top Sales Performer | 2018-09-01

MegaMart Retail
Top Sales Performer, MegaMart Retail – Achieved highest quarterly upsell rate among floor staff (Q3 2018).

Certifications

ServSafe Food Protection Manager | 2020-01-01

National Restaurant Association

Interests

Home brewing | – Present

Mountain biking | – Present

Local food festivals | – Present

Experience

Brewed Awakenings Café — Charlottesville, VA

Barista / Shift Lead | 01 Mar 2021 – present

Prepared specialty coffee drinks for an average of 150 customers per shift. Managed daily cash drawer, performed end-of-day reconciliation, and processed credit card transactions. Coordinated weekly staff rotas with the owner, ensuring adequate coverage during peak hours. Trained new baristas on beverage preparation standards and equipment sanitation.

- Prepared specialty coffee drinks for an average of 150 customers per shift.
- Managed daily cash drawer, performed end-of-day reconciliation, and processed credit card transactions.
- Coordinated weekly staff rotas with the owner, ensuring adequate coverage during peak hours.
- Trained new baristas on beverage preparation standards and equipment sanitation.

The Oakwood Bistro — Staunton, VA

Waiter & Guest Relations Associate | 01 Jun 2019 – 01 Feb 2021

Delivered table service to guests, handling up to 30 tables per shift. Handled reservation calls on a single-line phone system and entered bookings into a manual ledger. Assisted kitchen staff with inventory checks and restocking of supplies. Recognized as “Employee of the Month” (December 2020) for consistent guest praise.

- Delivered table service to guests, handling up to 30 tables per shift.
- Handled reservation calls on a single-line phone system and entered bookings into a manual ledger.
- Assisted kitchen staff with inventory checks and restocking of supplies.
- Recognized as “Employee of the Month” (December 2020) for consistent guest praise.

MegaMart Retail — Harrisonburg, VA

Stock Clerk / Floor Associate | 01 Jan 2017 – 01 May 2019

Unloaded shipments, organized merchandise on sales floor, and performed price tagging. Conducted weekly cycle counts and updated inventory sheets using Excel. Provided front desk assistance for customer inquiries, processing returns and exchanges.

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- Conducted weekly cycle counts and updated inventory sheets using Excel.
- Provided front desk assistance for customer inquiries, processing returns and exchanges.

Greenfield Contractors — Winchester, VA

Construction Laborer (Seasonal) | 01 Jun 2015 – 01 Sep 2015

Assisted skilled tradespeople with site cleanup, material handling, and tool maintenance. Gained exposure to basic safety protocols and on-site coordination.

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- Gained exposure to basic safety protocols and on-site coordination.

Education & Training

Associate of Applied Science, Culinary Arts

Virginia Community College

01 Sep 2013 – 01 May 2015

High School Diploma

Fishersville High School

01 Sep 2009 – 01 Jun 2013

References

References

Available upon request.