

Youssef François

Hospitality Professional

San Francisco · California · US

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Profile

Enthusiastic hospitality professional with over 7 years of experience in fast-paced restaurant and event environments. Demonstrated ability to manage high-volume service, coordinate supplies, and maintain clean, organized workspaces. Adept at cash handling, inventory control, and basic computer applications (Microsoft Office, POS systems). Seeking a transition into a customer-oriented role where strong interpersonal skills and a detail-oriented mindset can add value.

Skills

Core Hospitality Skills

Languages

French | – Present

Native speaker

English | – Present

Fluent

Spanish | – Present

Basic

Awards

Employee of the Month – Cafe Luna (September 2023) | 2023-09-01

Cafe Luna

Recognized for outstanding customer feedback and accuracy in cash handling.

“Best Service Team” Award – Portside Grill (2019) | 2019-01-01

Portside Grill

Contributed to a team that achieved a 95 % customer satisfaction rating during the annual survey.

Certifications

ServSafe Food Handler | 2023-01-01

National Restaurant Association

Forklift Operator Certification | 2021-01-01

OSHA-compliant

Interests

Personal Interests | – Present

- Urban photography
- Cooking (especially Mediterranean cuisine)
- Hiking

Experience

Cafe Luna

Barista / Shift Lead | 01 Jun 2022 – Present

Prepare specialty coffee drinks for up to 300 customers per shift, maintaining consistency and speed. Train new baristas on espresso machine operation, cash handling, and customer service standards. Manage daily cash reconciliation and weekly inventory orders for beans, milk, and supplies. Implement a paperless ticketing system that reduced order errors by 12 %.

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- Manage daily cash reconciliation and weekly inventory orders for beans, milk, and supplies.
- Implement a paperless ticketing system that reduced order errors by 12 %.

Portside Grill

Restaurant Server | 01 Mar 2020 – 01 May 2022

Delivered food and beverage service to a high-volume waterfront restaurant with an average of 200 covers per night. Handled guest complaints, offering immediate resolutions and escalating to management when needed. Assisted the kitchen team with basic food prep during peak periods.

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Pacific Events Co.

Event Assistant (Seasonal) | 01 May 2018 – 01 Feb 2020

Supported setup and breakdown of corporate and private events ranging from 50-500 attendees. Coordinated with vendors for equipment delivery, ensuring timely arrival and proper placement. Managed on-site logistics, including registration desks and signage installation.

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TechGear Boutique

Retail Sales Associate | 01 Jan 2015 – 01 Apr 2018

Assisted customers with product selection for consumer electronics, performing basic troubleshooting. Processed sales transactions using a proprietary POS system and performed end-of-day balancing. Conducted weekly inventory checks and restocked merchandise on the sales floor.

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Career Gap – Personal Development & Travel | 01 May 2014 – 01 Dec 2014

Traveled across Europe, cultivating language skills and cultural awareness.

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Education & Training

Associate of Arts, General Studies

City College of San Francisco

– 01 May 2014

References

Available upon request

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