

Antonio Ríos

Front of House Professional

Madrid · Community of Madrid · ES

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Summary

Enthusiastic front of house professional with 7 + years of experience in hospitality, retail, and event coordination. Proven ability to deliver high quality customer service, manage inventory, and support day to day operations in fast paced environments. Comfortable working in multicultural teams and adapting quickly to new responsibilities. Seeking a role where strong communication, organization, and people skills can add value.

Experience

Café Aroma

Shift Supervisor | 01 Jan 2022 – 30 Jun 2023

Supervised a team of 5 baristas during peak hours, delegating tasks and ensuring service standards. Managed daily cash registers, performed end of day reconciliations, and handled customer complaints. Assisted in ordering coffee beans and bakery supplies, reducing waste by 5 %. Trained new hires on POS operation and hygiene protocols.

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- Managed daily cash registers, performed end of day reconciliations, and handled customer complaints.
- Assisted in ordering coffee beans and bakery supplies, reducing waste by 5 %.
- Trained new hires on POS operation and hygiene protocols.
- Increased café sales by 12 % during tenure as Shift Supervisor through upselling and improved order accuracy.
- Awarded Employee of the Month (June 2022) for exceptional customer satisfaction scores at Café Aroma.

Boutique El Corte

Sales Associate | 01 Mar 2020 – 31 Dec 2021

Provided personalized styling advice, increasing average transaction value by 12 %. Handled inventory counts and visual merchandising for seasonal collections. Processed online orders and managed returns, maintaining a 98 % satisfaction rating.

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Freelance

Event Coordinator | 01 Jul 2018 – 29 Feb 2020

Planned and executed corporate workshops, private parties, and community festivals (10 + events per year). Negotiated contracts with venues, caterers, and AV providers, keeping budgets under 10 % of forecast. Coordinated volunteer teams of 8-12 people, ensuring smooth on site operations.

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City Tours Spain

Tour Guide | 01 May 2016 – 30 Jun 2018

Led groups of 15-30 tourists through historic districts, delivering engaging narratives in Spanish and basic English. Managed ticket sales, group logistics, and post tour feedback collection. Recognised for “Best Guest Experience” in 2017 by company management.

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Education & Training

Associate Degree (partial), Hospitality Management

Instituto Turístico de Madrid

01 Sep 2014 – 30 Jun 2016

Bachelor (unfinished), Business Administration

Universidad de Alcalá

01 Sep 2009 – 30 Jun 2013

Skills

Hospitality & Retail Skills

Languages

Spanish | – Present

Native speaker

English | – Present

Conversational

Certifications & Credentials

Food Handling & Safety Certificate | 2021-06-01

Spanish Ministry of Health

Awards

Employee of the Month | 2022-06-01

Café Aroma

Awarded for exceptional customer satisfaction scores.

Best Guest Experience | 2017-01-01

City Tours Spain

Recognised by company management.

Interests

Interests | – Present

- Gourmet cooking
- Football (FC Barcelona supporter)
- Travel photography
- Volunteering at local food banks

References

Available upon request