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EMILY JOHNSON

Starbucks Barista Trainer



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Austin, TX

Education

Bachelor of Arts in Business Management

University of Texas at Austin, Austin, TX | Graduated: May 2017

Barista Trainer Certification

Starbucks Coffee Company, Austin, TX | Completed: March 2020

Skills

Barista training and mentoring 

Customer service and conflict resolution 

Inventory control and management 

Cash handling and POS systems 

Beverage preparation 

Team collaboration and leadership 

Time management and prioritization 

Upselling techniques 

Cleaning and sanitation protocols 

Professional summary

Experienced Starbucks Barista Trainer with a demonstrated history of mentoring baristas and enhancing store operations. Skilled in team management, beverage preparation, and customer engagement. Passionate about creating an inclusive and productive work environment.

Experience

Starbucks

March 2020 - Now
Austin, TX

Starbucks Barista Trainer

- Train and mentor new baristas, ensuring they master coffee preparation, customer service, and operational procedures within the first 30 days of employment.
- Conduct weekly training sessions to keep the team updated on product knowledge and best practices.
- Lead daily team huddles, ensuring effective communication about store goals and expectations, fostering a supportive team environment.
- Monitor barista performance and provide feedback, helping to improve productivity by 20% and overall team satisfaction.

Starbucks

June 2017 - March 2020
Austin, TX

Starbucks Barista

- Prepared espresso-based beverages, including lattes, cappuccinos, and custom drinks, maintaining high standards of quality and customer satisfaction.
- Assisted in managing the store's inventory, placing orders, and restocking supplies, resulting in better stock control and a reduction in waste by 12%.
- Provided excellent customer service, engaging with customers, resolving complaints, and ensuring a positive in-store experience.
- Managed cash transactions and processed an average of \$3,000 in daily sales, consistently ensuring accuracy.

