

Tyler Marsh

Café Supervisor

Reading, United Kingdom · tyler.marsh@gmail.com · +44 7401 293 810



Café shift supervisor with two and a half years of experience, promoted from barista within 14 months. Managing a team of 8 staff at a Costa franchise with daily takings of up to £2,400 and an average of 320 transactions per day. Hold a Level 3 Award in Supervising Food Safety and a Level 2 Barista Skills certificate.

EXPERIENCE

Shift Supervisor, Costa Coffee (Calverley Franchise), Reading

Nov 2024 – Present

Supervising daily operations, staff management, and cash handling at a high street Costa franchise location.

- Managing a team of **8 staff** across morning and afternoon shifts, writing the weekly rota and conducting daily briefings
- Handling daily takings of up to **£2,400** with an average of 320 transactions per day, cashing up and reconciling the till at close
- Reduced food waste by **18%** over 6 months through improved stock rotation, reduced over-ordering, and end of day markdown procedures
- Trained **5 new baristas** on coffee preparation, food safety procedures, and till operation, bringing each to full competence within 3 weeks
- Achieved a **4.4/5 average Google review score** during tenure, up from 4.1 when promoted

Barista, Costa Coffee (Calverley Franchise), Reading

Sep 2023 – Oct 2024

Front of house barista role covering coffee preparation, food service, and customer interaction.

- Prepared an average of **180 drinks per shift** including espresso based beverages, filter coffee, and cold drinks to Costa standards
- Served food items and managed the hot food display, ensuring **food safety temperatures** were logged every 2 hours
- Named **Employee of the Month** twice for consistent customer feedback scores and reliability

EDUCATION

GCSEs (7 grades 9-4), Prospect School, Reading

Sep 2018 – Jun 2023

Included Maths (Grade 6), English (Grade 5), and Food Preparation & Nutrition (Grade 7). Decided to go straight into work rather than sixth form.

SKILLS

Shift Management & Rota Planning, Cash Handling & Till Reconciliation, Espresso & Speciality Coffee Preparation, Food Safety & HACCP Awareness, Staff Training & Onboarding, Stock Management & Waste Reduction, Customer Service & Complaint Resolution, Google Business Profile Management, Opening & Closing Procedures, Health & Safety Compliance

CERTIFICATIONS

Level 3 Award in Supervising Food Safety , Highfield Qualifications	<i>Jan 2025</i>
Level 2 Award in Food Safety in Catering , Highfield Qualifications	<i>Oct 2023</i>
Level 2 Award in Barista Skills , City & Guilds	<i>Mar 2024</i>
Personal Licence Holder (Licensing Act 2003) , Reading Borough Council	<i>Feb 2025</i>

LANGUAGES

English (native)

REFERENCES

Sarah Calverley, Franchise Owner, Costa Coffee (Calverley Franchise), sarah@calverleyfranchise.co.uk, +44 7700 900 188

EXTRA CURRICULAR ACTIVITY

Reading Roadrunners – Running Club Member *Jan 2024*
Member of a local running club. Completed the Reading Half Marathon in 1 hour 42 minutes and volunteer as a marshal at the Reading Parkrun once a month.