

Tasha Bright

Professional summary

Experienced hospitality leader transitioning into food and beverage with a passion for guest experience, team growth, and brand culture. Over 9 years managing fast-paced customer service environments with a proven track record in staff training, schedule management, and operational excellence. Committed to Starbucks' mission of inspiring and nurturing the human spirit—one person, one cup, and one neighborhood at a time.

Experience

Front Desk Supervisor

March 2019 - February 2025

Marriott Hotels / Denver, CO

- Supervised a 10-person front desk and concierge team at a 300-room property.
- Managed daily schedules, PTO coordination, and shift coverage to maintain 24/7 service continuity.
- Coached team on Marriott Bonvoy member engagement and brand service standards.
- Led service recovery initiatives, resolving guest issues with a 97% satisfaction rate on internal surveys.
- Assisted with monthly forecasting and collaborated with housekeeping and F&B on peak-day planning.

Retail Associate

September 2016 - January 2019

Whole Foods Market / Boulder, CO

- Managed front-of-house operations, including register balancing, floor set-up, and end-of-day reporting.
- Trained new hires in customer interaction, stocking, and Whole Foods values.
- Coordinated with vendors for in-store demos and merchandising events.
- Frequently requested by leadership to assist with cross-department coverage during holidays.

Extracurricular Activities

- Coffee Tasting Club – Denver Chapter** – Participated in monthly cuppings and brewing technique workshops
- Yoga & Mindfulness Group** – Weekly sessions focused on stress relief and partner well-being

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Education

Bachelor of Science in Hospitality Management

University of Colorado

Graduated: 2016

Certifications

- Starbucks Customer Connection Module (in progress)
- Food Handler's Permit – Colorado – Expires March 2027
- Leadership Foundations Certificate (Coursera) – Completed August 2023

Professional Development

- Self-led training using Starbucks' available resources (Store Learning Center, Coffee Academy)
- Attended Starbucks-hosted "Becoming a Partner Leader" Q&A session – March 2024

Skills

Team leadership	    
Conflict resolution	    
Multitasking under pressure	    
Training & onboarding	    
Operational support	    
POS systems	    

Languages

-  Spanish – Conversational
-  French – Basic