

Assistant Manager

Beth Clarke, Dayjob Ltd, 120 Vyse Street, Birmingham B18 6NF
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PERSONAL STATEMENT

A hands-on, energetic and passionate assistant manager who is more than able to promote excellence of service in any restaurant, and who will never miss an opportunity to increase sales. Beth has superb communication skills and can use these to motivate and encourage staff to achieve maximum productivity. As a natural leader she can chair meetings with senior managers and is not afraid of making tough but necessary managerial decisions. Her nature is to always keep abreast of the latest food and culinary trends and her competitive nature means she will be constantly changing the menu to ensure it is up to date. Her experience will allow her to provide a highly efficient and effective service to patrons and to give them the experience of a lifetime. Right now Beth is looking for an exciting challenge, and is keen to join a company that will give her the chance to take her career to a whole new level.

Managing



Forecasting budgets
Health & safety issues
Customer focused
Business management
Brand awareness
People management

Marketing



Social media skills
Launching promotions
Building relationships
Up-selling
Welcoming people
Assessing profitability

Dynamic



Exceptional host
Entrepreneurial flair
Inspiring people
Team player
Highly motivated
Positive attitude

Smart



Coming up with ideas
Commercial judgement
Problem solving
Effective planning skills
Innovative
Resourceful

CAREER HISTORY

Restaurant - Birmingham

ASSISTANT MANAGER Apr 2009 – Present

Responsible for assisting with the restaurants operations, including product quality, staffing, customer satisfaction, financial performance, security and hygiene. Also in charge of creating a relaxed ambiance and friendly atmosphere that will not only attract customers but keep them coming back for more.

Duties

- Supervising a diverse team of people in a fast-paced, high volume environment.
- Carrying out frequent checks of the Restaurant, Dining Room, Lounge and Kitchen.
- Rostering staff in accordance with business needs.
- Setting targets with clear standards and time scales.
- Supporting, developing and motivating staff.
- Co-ordinating both the front and back of house operations.
- Supervising the shifts of waiting, kitchen and cleaning staff to ensure that peak periods are fully covered.
- Arranging staff rotas so that there is optimum cover during peak restaurant trading periods.

City Centre Restaurant - Coventry

TRAINEE MANAGER Jan 2009 - Apr 2009

Fast Food Takeaway - Birmingham

SUPERVISOR Aug 2007 - Jan 2009

KEY COMPETENCIES

- Taking immediate action regarding any infringements of Health & Safety, Food Hygiene issues or Fire Regulations.
- Experience of staff recruitment, selection and training.
- Carrying out all appraisals of permanent and also casual or temporary staff.
- Working within professional guidelines, particularly in relation to established brands.

ACADEMI QUALIFICATIONS

Birmingham North University: Hospitality Management BA (Hons) - 2004 - 2007

City & Guilds: Marketing Diploma - 2004

Birmingham South College: A levels - Maths (B) English (A) Business Studies (B) - 2002 - 2004

REFERENCES

Available on request



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