

# Manager

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Assistant

## Personal statement

A charismatic, warm & naturally skilled Assistant Manager who has the ability to maximise a restaurants sales and at the same time ensure that all financial and statutory requirements are met. Jason is a forward thinking individual who has meticulous attention to detail and the desire to exceed guest's expectations. He has the ability to respond quickly to changing business requirements, and has a high level of education and a mature attitude towards dining, socialising and the hospitality industry as a whole. He is currently looking for a excellent opportunity that offers great career progression within a multi-functional operation.

## Employment history

### Hotel Restaurant - Birmingham

**ASSISTANT MANAGER** April 2009 – Present

Responsible for helping the Restaurant Manager to ensure profitability and high standards of customer service to all customers. Apart from supervising the running of the restaurant on a regular basis also in charge of maintaining and managing staff holidays, absenteeism and sick leave.

### Duties

- Increasing sales by ensuring guest satisfaction and delivering a high level of hospitality.
- Meeting and greeting visitors to the restaurant.
- Actively marketing and promoting the business through a variety of platforms.
- Overseeing breakfast, lunch and dinner shifts.
- Maintaining hygiene and ensuring that health & safety standards meet the highest specifications.
- Completing all paperwork and then filing it accordingly.
- Dealing with and responding to customer complaints, and always ensuring that the customers leave satisfied.
- Giving advice to customers on menu and wine choice.

### Restaurant – West Bromwich

**TRAINEE MANAGER** October 2007 – April 2009

### Organic Eatery - Dudley

**WAITER** July 2007 – October 2007

## Areas of expertise

Controlling food costs	Customer satisfaction	Giving feedback	Designing menus
Ordering supplies	Reducing costs	Serving customers	Food service
Cashing up	Advising customers	Budget forecasting	Sales promotions

## Professional skills

- Putting procedures in place to ensure that all departments of the business runs at maximum efficiency .
- Highly organised and able to prioritise tasks.
- Having a comprehensive understanding of all Health & Safety issues.
- Knowledge of both formal and informal styles of eating and drinking.
- Extensive knowledge of kitchen operations and of food preparation.
- Having an in-depth knowledge of computer systems and software relevant to the industry.
- Good organisational and delegation skills.
- Maintaining customer loyalty.
- Making sure that all hygiene, licensing and health safety legal standards are met.

## Academic qualifications

Birmingham North University - 2004 - 2007 - Restaurant Management BA (Hons)  
City & Guilds – Sales Management  
Birmingham South College - 2002 – 2004 - Business Studies Diploma

## References

Available on request.

Jason Strong



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