

Apply now for the Restaurant Manager position at Hilton London Wembley.

RESTAURANT MANAGER

Hilton London Wembley – Wembley, London

Location: Lakeside Way, Wembley Park, London, HA9 0BU

Position: Restaurant Manager

Department: Food & Beverage

Employment: Full-time

About the opportunity

Hilton London Wembley is looking for an experienced and passionate **Restaurant Manager** to lead its restaurant and food & beverage operations.

Located next to Wembley Stadium and the OVO Arena, Hilton London Wembley welcomes a diverse range of hotel guests, leisure visitors, business travellers and event guests. The hotel offers a varied dining experience through **The Association Restaurant, Icons Bar, Grill and Terrace, and Sky Bar 9.**

We are seeking an experienced hospitality professional who can lead teams, maintain exceptional service standards, manage operational performance and create memorable guest experiences.

Key responsibilities

- Lead and manage restaurant and food & beverage teams to deliver consistently high service standards.
- Coordinate daily restaurant operations, including breakfast, lunch, dinner and special events.
- Recruit, train, coach and develop team members.
- Prepare staffing plans and duty rotas according to operational requirements.
- Monitor team performance using KPIs and provide constructive coaching.
- Maintain high standards of food safety, hygiene, cleanliness and public-health compliance.
- Manage guest feedback and resolve complaints professionally.

- Monitor labour costs, overtime and departmental budgets.
- Support revenue generation through effective upselling and promotion of food and beverage offerings.
- Work closely with the culinary and wider hotel teams to ensure smooth operations.
- Monitor quality and compliance through regular operational inspections.
- Adapt operations effectively during busy periods, events and changes in guest demand.
- Promote teamwork, accountability and a positive working environment.
- Ensure company policies and operational standards are consistently followed.

About you

The successful candidate will ideally have:

- Significant experience in restaurant or hospitality management.
- Proven experience leading and developing large or diverse teams.
- Strong knowledge of restaurant operations and guest service.
- Experience with KPIs, performance management and staff coaching.
- Knowledge of food safety, hygiene and public-health standards.
- Experience managing labour, overtime and operational budgets.
- Strong problem-solving and guest-relations skills.
- Excellent communication and organisational abilities.
- The confidence to work in a fast-paced hotel environment.
- A genuine commitment to delivering outstanding guest experiences.

Why join us?

This is an opportunity for an experienced hospitality leader to bring their knowledge and leadership skills to a high-profile hotel environment in Wembley.

If you are an operationally strong restaurant professional who enjoys developing people, delivering excellent service and achieving business objectives, we would like to hear from you.

MY CV

MARIANO D'SILVA

Email: 2442193@student.uwtsd.ac.uk

Location: London, UK

Position Applied For: Restaurant Manager – Hilton London Wembley

PROFESSIONAL PROFILE

Dedicated and responsible Team Leader with professional experience in a fast-paced sterilisation and decontamination environment in the UK. Experienced in supervising teams, coordinating daily operations, maintaining high standards of safety and hygiene, supporting staff performance, and ensuring procedures are consistently followed. Strong organisational, communication and problem-solving skills, with the ability to remain calm and effective in demanding operational environments.

Currently developing further professional and academic knowledge through university study, with a strong interest in leadership, customer service, operations and management. Seeking to transfer proven team leadership, operational coordination, compliance and people-management skills into a Restaurant Manager role within a high-profile hospitality environment such as Hilton London Wembley.

CORE SKILLS

- Team Leadership & Supervision
 - Staff Coordination
 - Daily Operational Management
 - Training & Coaching
 - Performance Monitoring
 - Health, Safety & Hygiene Standards
 - Quality & Compliance
 - Problem Solving
 - Customer & Stakeholder Service
 - Communication & Interpersonal Skills
 - Organisation & Time Management
 - Working Under Pressure
 - Teamwork & Collaboration
 - Operational Planning
 - Accountability & Responsibility
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PROFESSIONAL EXPERIENCE

DECONTAMINATION TEAM LEADER

IHSS – Sterilization and Decontamination Company
Premier Park, UK

Key responsibilities and achievements:

- Lead and supervise team members in a professional sterilisation and decontamination environment.
 - Oversee daily operational activities and ensure work is completed efficiently and according to established procedures.
 - Coordinate team activities to support smooth and consistent day-to-day operations.
 - Ensure decontamination procedures are carried out correctly, safely and to the required standards.
 - Maintain a strong focus on health, safety, hygiene and environmental requirements.
 - Monitor team performance and provide guidance and support to team members when required.
 - Communicate operational instructions clearly and ensure team members understand their responsibilities.
 - Support the training and development of staff in workplace procedures and operational standards.
 - Identify operational issues and respond appropriately to maintain continuity of service.
 - Work effectively under pressure while maintaining attention to detail and quality.
 - Promote teamwork, accountability and professional standards within the working environment.
 - Liaise with colleagues and relevant stakeholders to ensure operational requirements are met.
 - Maintain a safe, clean and controlled working environment in accordance with company procedures.
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TRANSFERABLE MANAGEMENT EXPERIENCE

People Leadership

Experience supervising team members, allocating responsibilities and supporting colleagues to achieve operational requirements.

Operational Coordination

Experienced in coordinating daily activities within a demanding operational environment where efficiency, accuracy and consistency are essential.

Health, Safety & Hygiene

Strong practical experience working within environments where hygiene, safety, compliance and strict procedures are critical.

Training & Development

Experience supporting colleagues and ensuring team members understand procedures, responsibilities and expected standards.

Quality & Compliance

Strong attention to detail and experience ensuring processes are completed according to established operational and safety requirements.

Problem Solving

Able to identify operational issues, communicate effectively and take appropriate action to maintain smooth operations.

EDUCATION

University Student

University of Wales Trinity Saint David (UWTSD)

Currently undertaking university studies, developing knowledge and skills relevant to professional management, communication, business and organisational environments.

PERSONAL ATTRIBUTES

- Professional and reliable
 - Responsible and accountable
 - Confident team leader
 - Strong work ethic
 - Positive attitude
 - Adaptable and flexible
 - Calm under pressure
 - Strong attention to detail
 - Committed to high standards
 - Able to work effectively as part of a diverse team
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CAREER OBJECTIVE

To progress into a management position within the hospitality industry where I can apply my existing leadership, operational coordination, hygiene, safety, compliance and people-management experience while developing further expertise in restaurant and food & beverage management.

COVER LETTER

Dear Hiring Manager,

I am writing to apply for the position of Restaurant Manager at Hilton London Wembley. I am particularly interested in this opportunity because it combines team leadership, operational management, high service standards and the opportunity to work within a busy and diverse hotel environment.

I currently work as a Decontamination Team Leader with IHSS, a sterilisation and decontamination company based at Premier Park, UK. In this role, I am responsible for supervising team members, coordinating daily operational activities and ensuring that procedures are completed safely, efficiently and to the required standards. My experience has developed strong leadership, communication, organisational and problem-solving skills that I believe are highly transferable to a restaurant management environment.

A particularly strong aspect of my current experience is maintaining high standards of hygiene, safety, quality and compliance. Working within a controlled operational environment has taught me the importance of attention to detail, accountability and consistency. I understand the importance of ensuring that team members follow procedures correctly while also providing guidance and support when required.

I also have experience working in demanding environments where effective teamwork and clear communication are essential. As a Team Leader, I understand the importance of setting expectations, supporting colleagues, coordinating responsibilities and maintaining a positive and professional working environment. I am confident communicating with different individuals and working collaboratively to achieve operational objectives.

I recognise that restaurant management requires strong guest-service skills, effective staff management, operational planning and commercial awareness. Although my professional background is currently outside the hospitality sector, I believe my leadership and operational experience provides a strong foundation for making this transition. I am motivated to develop my knowledge of food and beverage operations and to contribute positively to the Hilton team.

I am particularly attracted to Hilton London Wembley because of its high-profile location and the diverse range of guests and events associated with the hotel. I would welcome the opportunity to bring my leadership, reliability, strong work ethic and commitment to operational standards to your Food & Beverage team.

Thank you for considering my application. I would welcome the opportunity to discuss how my experience and transferable skills could contribute to Hilton London Wembley.

Yours sincerely,

Mariano D Silva

2442193@student.uwtsd.ac.uk