

Assistant Manager

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Driver's License: Yes

Right to Work in UK: Yes

Professional Summary

Hospitality professional with over seven years of experience in hotel and restaurant operations, specialising in guest experience, floor supervision, and team leadership. Recognised for exceptional customer service, high operational standards, consultative sales, staff development, problem-solving, and guest satisfaction. Passionate about creating memorable guest experiences while contributing to business growth.

Education

Business and Management — 2025–Present (Currently studying)

Professional Experience

Floor Supervisor | 2022–2025

- **Operations:** Supervised daily front-of-house operations while maintaining exceptional guest service standards.
- **Team leadership:** Coordinated and motivated hospitality teams to ensure smooth service delivery.
- **Planning:** Supported staff training, scheduling, and operational planning.
- **Quality:** Maintained quality standards and resolved guest concerns professionally.
- **Sales:** Supported revenue growth through upselling and personalised customer service.
- **Collaboration:** Worked across departments to optimise operational efficiency.

Hospitality Operations | 7+ years' experience

- **Guest experience:** Delivered outstanding guest experiences across restaurant and hotel environments.
- **Communication:** Built strong relationships with guests through personalised service and effective communication.
- **Food and beverage:** Demonstrated excellent knowledge, including allergens and dietary requirements.
- **Training:** Trained and supported new team members to maintain consistent service quality.

- **Problem-solving:** Managed challenging guest situations calmly while protecting brand reputation.
- **Performance:** Worked efficiently under pressure while maintaining attention to detail.
- **Operational excellence:** Supported results through teamwork, organisation, and proactive problem-solving.

Social Media & Content Creation

- **Content planning:** Planned and created engaging social media content aligned with business objectives.
 - **Design:** Designed professional marketing materials using canva.
 - **Technology:** Used AI Tools to improve workflow efficiency and content quality.
 - **Organisation:** Managed content calendars and maintained a consistent online brand presence.
 - **Research:** Researched trends and audience behaviour to create relevant content.
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Core Competencies

- **Leadership & Team Management** | Hospitality Operations | Guest Experience
- **Customer Service Excellence** | Staff Training | Problem Solving | Complaint Resolution
- **Food Safety & Allergen Awareness** | Upselling & Sales | Communication | Organisation
- **AI Tools** | **Microsoft Office** (Word, PowerPoint, Excel) | Canva | Social Media Content Creation

Personal Attributes

- Positive and Professional Attitude
- Strong Work Ethic
- Calm Under Pressure
- Highly Organised
- Fast Learner
- Adaptable
- Confident Communicator

Languages

- English
- Italian
- Romanian

References

Available upon request.