

ANDRIANA CHEMODUROVA / CV

CONTACT INFORMATION

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I am a friendly, reliable, and hardworking individual who enjoys working in a team and building positive relationships with both colleagues and customers. I adapt quickly to new environments, can manage multiple tasks, and perform well under pressure. I am motivated, organised, and goal-oriented, with strong attention to detail. I am currently looking for an opportunity to grow both professionally and personally in a dynamic working environment.

WHAT I'M GOOD AT

- Responsible
- Willing to learn & a fast learner
- Confident, friendly and engaging personality
- Problem-solving, initiative-taking, and working well under pressure
- Meeting strict deadlines
- Enthusiastic & committed
- Organised
- Numerical and computer skills including specialist retail software
- Languages: Ukrainian / Russian / Polish / English (good standard)

WHERE I'VE WORKED

Supervisor / Jamaica Blue — September 2024 – November 2025

Working as a Supervisor at Jamaica Blue involved overseeing the daily operations of the café and

ensuring

high service standards. Daily duties included:

- Taking customer orders and providing excellent customer service
- Preparing a full range of coffees and hot beverages
- Opening and closing the store, including handling the till
- Preparing the café for opening and completing end-of-day procedures
- Training and supporting new team members

- Monitoring stock levels and stock rotation
- Ensuring food safety and hygiene standards were met
- Handling customer queries and resolving issues efficiently
- Working effectively within a busy team environment

Duty Manager / Patisserie

Valerie, Brent Cross, London — Feb 2023 – Present

- Opening and closing store while ensuring high standards
- Product preparation and service setup
- Staff motivation and driving sales targets
- Customer service
- Cashing up and preparing sales reports for Head Office
- Maintaining product and promotions knowledge
- Taking payments
- Ensuring cleanliness of service area
- Cleaning specialist equipment
- Working within a large team

Waitress / JRC Global Buffet, Wembley — Sep 2022 – Feb 2023

- Taking payments and issuing refunds
- Customer service
- Menu knowledge
- Updating customers on promotions
- Maintaining store cleanliness
- Working within established guidelines

Cover Letter (Manager)

Andriana Chemodurova

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EN1 4HL

Dear Sir or Madam,

I am writing to apply for the Manager position in your company. I have strong experience in hospitality, and I am currently working as a Duty Manager, which has helped me develop good leadership and organisational skills.

In my current role, I am responsible for running daily operations, supporting and managing staff, and making sure customers receive excellent service. I also handle tasks such as opening and closing the store, dealing with cash, and solving customer issues. Before this, I worked as a Supervisor, where I gained experience in training staff, managing stock, and working in a busy team environment.

I am a friendly, reliable, and hardworking person who enjoys working with people. I stay calm under pressure and always try to support my team and create a positive atmosphere for both staff and customers.

I am interested in this role because I want to continue growing in my career and take on more responsibility as a manager.

Thank you for your time. I look forward to hearing from you.

Yours sincerely,

Andriana Chemodurova

Job Advertisement – Cafe Manager

Position: Cafe Manager

Role Overview

We are looking for an experienced and motivated Cafe Manager to lead the daily operations of a busy café. The successful candidate will be responsible for managing the team, maintaining high standards of customer service, and ensuring the smooth running of the business.

Key Responsibilities

- Manage the day-to-day operations of the café
- Ensure excellent customer service at all times
- Lead, motivate, and support the team
- Organise staff schedules and manage performance
- Train and develop team members
- Handle customer feedback and resolve issues
- Monitor sales and achieve business targets
- Maintain high standards of cleanliness and food safety

Requirements

- Previous experience in hospitality or café environment
- Experience in a supervisory or managerial role
- Strong leadership and communication skills

- Ability to work in a fast-paced environment
- Good organisational and problem-solving skills
- Passion for customer service and coffee

What We Are Looking For

- A confident and reliable leader
- Someone who can work well under pressure
- A positive and proactive attitude
- Strong teamwork and communication skills