



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

University of Wales Trinity Saint David (UWTSD)

Module Name: Employability and Career Development

Module code: LCLM 4005

Assessment Title: Component 1

CV and Cover letter

CertHE Business Skills for the Workplace

Submitted by:

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Lecturer: Dian Mayasari

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Assistant Manager

KFC - New Street

Description

Assistant Restaurant General Manager

Welcome to KFC. Home of the real ones.

We sell the world's best chicken. We've done it for a long old time — since 1939. Now, we proudly serve 1000+ communities across the UK and Ireland, bringing the grit, pride and iconic reputation that started in Kentucky all those years ago.

People who are original. Individual. Fresh. We come to work to be ourselves, and to make something of ourselves. We bring the graft and the laughs every day — building our own community, as we serve our original recipe chicken to the ones we're in.

In our place, ambition grows. Careers build. Potential goes further. Our doors are open, and they can take you anywhere.

If you join our team, we only ask one thing. That you be you.

Because that makes us, us.

Sounds good? Great. Here's more about the job.

About the role

Support the team, take charge of the day-to-day, and help hit those performance goals while ensuring your team doesn't just meet expectations, but crushes them. Own the operations, the atmosphere, and the guest experience, helping everything run smoothly and creating a place where both guests and the team feel right at home.

What will you spend your time doing?

- Support like a leader. Assist in taking ownership of the restaurant — help drive performance, hit goals, and keep the vibe alive.
- Help build a dream team. Train, coach, and motivate your crew to not only meet standards but go beyond them.
- Hit those targets. Own your KPIs, support the team, and make sure every shift delivers what's expected.
- Keep everything running smooth. Stay on top of the admin — from rosters to stock, you help ensure the behind-the-scenes work is solid.
- Make every guest feel special. Assist in turning first-timers into regulars with moments that keep them coming back.

What we'd love from you:

- You lead by example. You've helped manage teams before and know how to bring out the best in others.
- You understand people. You support building strong teams, handle tough convos, and make sure everyone feels valued.
- You keep things running. You help ensure smooth operations — efficient, clean, compliant — even when things get hectic.



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Keeping it real

We don't hire staff — we hire people. People with real lives and aspirations, building real careers. Each of us has something special to add to the mix we call work, and we'll always encourage you to add your perspective.

See, at KFC, everyone's welcome — whatever your background, and whatever future you're creating. We'll look out for you because you're one of us, not because you work for us. We'll invest in your potential, because it's what we've always done. But most of all, we'll give you the freedom to be you, wherever (and whoever) you happen to be.

What's in it for you:

We offer benefits that make your life that little bit easier, because we know the juggle is real.

- Quarterly BONUS that rewards the hustle
- Extra holiday – more time to recharge
- Life assurance – we've got you covered
- Free chicken & chips every shift
- 25% staff discount
- Gym discounts to keep you moving
- 200+ high street perks & cashback
- Wellbeing support that actually helps

KFC for everyone:

Whoever you are and wherever you're from, KFC is a place where you can bring the real you to work. We're here to support you in being yourself, whether you work with us, or are trying to.

Our promise is this: every person who applies to a role at KFC, regardless of age, background, ethnicity, gender, ability, religion or sexual orientation, will have an equal opportunity to work here. We don't just welcome, we encourage applications from underrepresented groups in all industries.

If you'd like any additional support with your application, have a disability or condition that may affect your performance during the recruitment process, or have any other requirements — just let us know. We'll be there to help you be the real you.

Ready?

We hope so. If you're ready to be part of our community, now's the time to apply.

Worried you aren't ticking all the boxes? Don't - we'd still love to hear from you.

* We do things a little differently here. Some of our restaurants are run by KFC directly (that's our Equity team), while others are owned by our awesome Franchise partners. So, things like benefits might vary a bit depending on where you work – but the heart, the culture, and that finger lickin' feeling? That's the same wherever you join us.

For KFC's privacy notice, [click here](#). For Harri's privacy notice, [click here](#).

https://harri.com/Kfc-New-Street/job/2815122-assistant-restaurant-general-manager?utm_source=kfccareers&utm_medium=listing&utm_content=m-birmingham-kfc-newstreet-english-october72026&utm_campaign=kfccareers-m

Mohammed Moiz

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PROFILE

I am a motivated and results-driven team leader with hands-on experience in shift management, team supervision, and customer service across fast-paced food environments. I have experience delegating tasks, training and coaching team members, managing stock, supporting KPIs, and maintaining high operational standards. Seeking an Assistant Manager position at KFC to build on my leadership experience and contribute to strong team and restaurant performance.

KEY SKILLS

- Team Leadership & Shift Management
- Customer Service & Guest Experience
- Stock Control & Operational Efficiency
- Sales, KPIs & Performance Targets
- Health, Safety & Food Hygiene Compliance
- Staff Training, Coaching & Development
- Microsoft Word, Excel & Outlook

EXPERIENCE

Shift Runner - Greggs 11/2025 – Present

- Contributed to a 10% increase in weekly sales at Greggs, from approximately £20,000 to £22,000, through effective shift leadership, team coordination and strong customer service.
- Supervise daily shift operations, delegating tasks effectively to maintain smooth workflow and high service standards.
- Lead by example and support team members to deliver efficient, friendly, and consistent customer service.
- Train and coach new team members, helping them understand company procedures, standards, and performance expectations.
- Handle customer complaints professionally, resolving issues while maintaining a positive customer experience.

- Work effectively under pressure during high-volume periods while maintaining service quality and team morale.

Team Member – KFC 09/22 – 11/25

- Achieved an average drive-thru service time of 64 seconds against a 120-second target, delivering service 47% faster than the required standard.
- Delivered fast, accurate, and friendly service to a high volume of customers while maintaining quality and service standards.
- Assisted with training and supporting new team members, helping them develop confidence and meet company standards.
- Supported shift leaders with day-to-day restaurant operations and helped maintain efficient service during busy periods.

Crew Member - McDonald's 07/21 – 08/22

- Delivered fast, friendly, and accurate customer service in a high-volume, fast-paced restaurant environment.
- Prepared food and beverages efficiently while consistently following company quality and food safety standards.
- Assisted with training new team members and supported colleagues to maintain efficient service during busy periods.
- Processed customer transactions accurately and efficiently at the point of sale.

EDUCATION

University Of Wales Trinity Saint David 2026-Currently Studying

Level 4 Certificate in Business Skills

Starbank Secondary School 2017–2021

GCSEs: Mathematics 5, English Language 5, English Literature 6, Science 4, Spanish 4, Music 5, Religious Studies 4

To KFC New Street Hiring Team,
Application For Assistant Manager,
07/10/2026

Dear Hiring Manager,

I am applying for the Assistant Manager position at KFC. I previously worked at KFC for over three years, and I am currently working as a Shift Runner at Greggs. The experience I have gained has helped me develop the leadership and management skills needed to take the next step in my career.

At Greggs, I am responsible for supporting the day-to-day running of shifts, delegating tasks, training new team members, and making sure the team works efficiently, especially during busy periods. I have also been involved in helping increase weekly sales from around £20,000 to £22,000. This has taught me how important good teamwork, communication, and leadership are when it comes to achieving results.

My previous experience at KFC is also something I believe would be valuable in this role. I already understand what it is like to work in a busy KFC restaurant and the importance of working quickly while still providing good customer service. During my time at KFC, I achieved an average drive-thru time of 64 seconds against a target of 120 seconds. I also supported shift leaders, helped train new team members, and made sure high standards of cleanliness, food hygiene, and safety were maintained.

I enjoy working with people and helping a team perform at its best. I believe I lead by example, stay calm when things get busy and am always willing to take responsibility when something needs to be done. I am also currently studying for a Level 4 Certificate in Business Skills, which is helping me develop my understanding of business and prepare for a management role.

I would really value the opportunity to return to KFC in an Assistant Manager position and use the experience I have gained to support the team and help the restaurant perform well. Thank you for taking the time to consider my application.

Kind regards,

Mohammed Moiz