



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

Assignment 1

Module code and name: Employability & skills

Lecturer: Lizeta

Submitted on:

Job Description

Assistant Restaurant Manager £37,899.09, Epsom, Surrey

The Royal Automobile Club is an exclusive world-class private members club, with 2 stunning clubhouses in London and Epsom. Providing a first-class service offering accommodation, dining, sports and leisure facilities for the enjoyment of our members and guests.

Benefits of working at the Royal Automobile Club:

- Free meals on duty
- Paid birthday day off
- Free shuttle bus from Epsom station
- Perk box discount scheme
- European RAC cover
- Interest-free season ticket loan
- Staff uniform
- Generous pension
- Employer-paid health cash plan
- 24/7 Employee Assistance Programme

Purpose of the role:

We are looking for an Assistant Restaurant Manager to be part of our Fountain Brasserie team in our beautiful Woodcote Park clubhouse.

You will assist the Restaurant Manager in leading the team to ensure the smooth running of day-to-day operations and providing a consistently high standard of service to members and guests.

Responsibilities:

- Deliver friendly, efficient customer service and to create a warm and welcoming atmosphere for all members and guests, with the key aim of retaining our members and attracting new ones
- Create staff rotas and monitor weekly records of attendance and hours worked to ensure appropriate levels of staff are on duty to meet the needs of members.
- To ensure the effective running of department in absence of Manager.
- Keep up to date with all food and beverage menus, current promotions and new products.

About you:

- Leadership experience
- Excellent communication and interpersonal skills
- High level of attention to detail
- Ability to remain calm under pressure
- Basic food hygiene - level 1 & 2
- Awareness of Licencing laws
- Knowledge of bar service

- Team Player
- Experience in a similar environment
- Problem solving skills

Club Values: HEARTS

Heritage - Our rich motoring, social, sporting and architectural heritage runs through the fabric and the nature of the Club

Excellence - Excellence is not an achievement; it is something we strive for every day.

Accountability - Taking ownership of our work, meeting our own high standards, honouring our commitments and acting with professionalism.

Respect - Showing consideration and understanding to our members and colleagues.

Trust – Acting with fairness, honesty and integrity.

Sustainability – Actively contribute to reducing our environmental impact, improving our operational efficiency and continuing to build our reputation.

Please visit our website for more information about our Club Vision and Values.

What to expect:

- All applications will be reviewed
- Immediate interview dates available

CV

Robel Desta

LONDON UK | 07379 934161 | rodas151921@gmail.com

Profile

Dedicated general assistant with a background in hospitality. Skilled in customer service, sales and committed to creating a positive experience for customers and contributing to the overall success of an establishment. Keen to demonstrate skills within a thriving environment. Available part-time with an immediate start

Skills

- Customer service skills
- Ability to work well with others
- Patience and the ability to remain calm in stressful situations
- Thorough and pay attention to detail
- Sensitivity and understanding
- Ability to use own initiative

Actively seeking Employment Oct 2024 – Current

Awaiting Leave to Remain status
2022 – 2024

UNABLE to WORK Due to Covid restrictions 2020 – 2022

ALEM RESTAURANT | Front of House Staff 2018 – 2020

- Greet and escort customers to their tables.
- Present menu and provide detailed information when asked (e.g., about portions, ingredients, or potential food allergies)
- Prepare tables by setting up linens, silverware, and glasses.
- Inform customers about the day's specials.
- Offer menu recommendations upon request.

- Up-sell additional products when appropriate
- Take accurate food and drinks orders.
- Check customers' IDs to ensure they can consume alcoholic beverages.
- Communicate order details to the Kitchen Staff and inform of any amendments or allergies.
- Serve food and drink orders.

MATHEW BOULTON COLLEGE 2023

- FS L2 English
- GCSE Math's

References

Cover Letter

Robel

[077379934161] |

[rodas151921@gmail.com]

Hiring Manager

Royal Automobile Club

Woodcote Park, Epsom

Re: Assistant Restaurant Manager Application – Fountain Brasserie

Dear Hiring Manager,

I am writing to express my strong interest in the Assistant Restaurant Manager position at the Fountain Brasserie. Having spent two years as a Restaurant Host in a high-standard environment, I have developed a keen eye for floor management and member relations. I am now eager to bring my dedication to excellence and "HEARTS" values to the historic Royal Automobile Club.

During my time as a Host, I was the first point of contact for every guest, which taught me the importance of creating a warm, welcoming atmosphere—a key goal for the Woodcote Park team. My experience includes:

- **Operational Flow:** Managing table rotations and seating plans to ensure a smooth service, even during peak periods.

- **Member Recognition:** Building rapport with regular guests to ensure their specific preferences were met, directly supporting member retention.
- **Calm Under Pressure:** Resolving booking conflicts and guest queries efficiently while maintaining a professional demeanour.
- **Technical Knowledge:** I hold a solid understanding of food hygiene and licensing laws, and I am a quick learner regarding new beverage menus and POS systems.

I am particularly drawn to the Royal Automobile Club because of your commitment to heritage and accountability. I am a team player who takes ownership of my work, and I am ready to transition into a leadership role where I can assist the Restaurant Manager in maintaining the world-class standards your members expect.

Thank you for your time and for considering my application. I am available for an immediate interview and look forward to the possibility of joining the team at Woodcote Park.

Sincerely,