

Khawar Mahmood

Student No: 2414247

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Address: 14 Briardale, Wimbledon Park Road, London, SW19 6PF

Job Description — Restaurant Manager

Job Title: Restaurant Manager

Reports to: General Manager

Location: London

Job Purpose

To oversee the daily operations of the restaurant, ensuring excellent customer service, efficient staff performance, and adherence to quality, health, and safety standards. The Restaurant Manager is responsible for staff supervision, inventory control, financial performance, and maintaining a positive dining experience for all customers.

Key Responsibilities

- Manage daily restaurant operations, ensuring smooth service and high standards.
- Supervise, train, and motivate staff to deliver exceptional customer service.
- Handle customer complaints professionally and resolve issues quickly.
- Maintain stock levels, manage inventory, and place supplier orders when required.
- Monitor financial performance including sales reports, budgets, and cost control.
- Ensure compliance with food safety, hygiene, and health & safety regulations.
- Organise staff rotas, allocate duties, and ensure adequate shift coverage.
- Support recruitment, onboarding, and performance reviews of staff.
- Implement promotional activities to increase sales and customer engagement.
- Maintain the cleanliness, presentation, and atmosphere of the restaurant.

Person Specification — Restaurant Manager

Essential Skills & Experience

- Strong leadership and team-management skills.

- Excellent communication and customer-service abilities.
- Ability to remain calm and professional under pressure.
- Competence in handling financial tasks such as budgeting and cash-flow monitoring.
- Good organisational skills with attention to detail.
- Ability to train, motivate, and develop staff.
- Basic understanding of health & safety and food hygiene standards.

Desirable Skills

- Experience in a supervisory or hospitality role.
- Knowledge of POS systems and restaurant management software.
- Ability to contribute new ideas to improve service and sales.

Qualifications

- GCSEs or equivalent (Maths & English).
- Hospitality or business-related qualification (preferred).

Curriculum — Khawar Mahmood

Name: Khawar Mahmood

Address: 14 Briardale, Wimbledon Park Road, London, SW19 6PF

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Personal Statement

A motivated and adaptable individual with strong customer-service experience and the ability to work effectively in fast-paced environments. Having lived in **Belgium**, I developed strong cultural awareness, communication skills, and the confidence to interact with people from diverse backgrounds. My experience in food delivery and working in a sweets shop has strengthened my teamwork, organisation, and customer-focused approach. I am now seeking to progress into a **Restaurant Manager** role where I can apply my leadership potential, problem-solving abilities, and dedication to delivering high service standards.

Key Skills

- Customer Service
- Teamwork & Collaboration
- Leadership Potential

- Problem Solving
- Time Management
- Cash Handling
- Stock Organisation
- Effective Communication
- Basic IT Skills (Microsoft Office, email, POS systems)

Education

A-Levels – Completed: 2002

- **MATHS– B**
- **BUSINESS– C**
- **BIOLOGY– C**

Employment History

Courier Driver —. London

Food Delivery Driver , London

May 2023 – 2024 (*no longer present*)

- **Responsibilities:**
- Delivered food orders to customers quickly and safely while maintaining high service standards.
- Communicated politely and professionally with customers during every delivery.
- Managed time effectively to meet delivery deadlines and maintain efficiency.
- Handled cash and card-on-delivery payments accurately.
- Followed efficient delivery routes to minimise delays.
- Ensured the vehicle remained clean and reported maintenance issues promptly.
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Sales Assistant , London

2024 – Present

- **Responsibilities:**
- Serve customers at the counter and provide excellent customer service.
- Prepare and package desserts, ensuring high hygiene standards.

- Handle cash and card payments using the till system.
- Restock shelves and maintain cleanliness across the shop.
- Assist with opening and closing duties, including cleaning and stock checks.
- Support the team during busy periods by managing orders efficiently.

Key Achievements:

- Maintained a 98% on-time delivery record.
- Recognised for excellent customer service feedback.
- Improved delivery efficiency through route optimisation.

Cover Letter

Khawar Mahmood

14 Briardale
Wimbledon Park Road
London
SW19 6PF

Dear SIR/MADAM

I wish to apply for the role of **Restaurant Manager**.

Please find enclosed my CV for your consideration.

As you can see from my attached CV, I have over **one year of experience** in the delivery and customer-service industry, and I believe the skills I have developed during this time make me a suitable candidate for the role.

In my current role as a **Courier Driver** at **Swift Logistics**, I have been responsible for delivering parcels efficiently, managing customer interactions, and maintaining accurate delivery records.

During this experience, I learnt the importance of excellent communication, organisation, problem solving, and maintaining a professional attitude under pressure. These are essential skills for a Restaurant Manager, as the role requires high-quality customer service and effective team coordination.

All of this, coupled with my enthusiasm and dedication, **strong leadership skills and customer-service abilities**, has helped me build the foundation needed for a management role in hospitality.

I am confident that I can bring this level of success with me to your organisation build upon their reputation as a leading restaurant in the area. With my previous experience and strong work ethic, I believe my contribution will have a positive impact on your team.

Thank you for considering my application. I look forward to the opportunity to discuss my suitability further.

Yours sincerely,

Khawar Mahmood