
Barbara rossana Da Silva

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Summary

Professional Assistant Manager employing exceptional rapport and relationship building abilities to cultivate lasting and positive relations among clients, staff and management. Highly-developed communicator with outstanding capabilities in complex problem-solving and conflict resolution.

Experience

ASSISTANT MANAGER | 05/2008 to Current

Nandos - Birmingham , East Sussex

- Assigned tasks and oversaw employees to ensure compliance with food safety procedures and quality control guidelines.
- Built sales forecasts and schedules to reflected desired productivity targets.
- Developed and maintained staff that provided hospitable, professional service while adhering to policies and business initiatives.
- Ensured proper cleanliness was maintained in all areas of bar and front of house.
- Conducted daily pre-shift and weekly departmental meetings to ensure organizational efficiency.
- Trained all front of house staff on restaurant policies and procedures, guest service techniques and communication skills to ensure positive experience.
- Handled escalated customer complaints to provide full resolutions and promote loyalty.

ENVIRONMENTAL OFFICER | 08/2018 to 02/2019

Walsall Council - Walsall , west midlands

- Assisted employee payroll processes by tracking attendance logs and expense monitoring.
- Provided excellent leadership skills to maintain steady and productive operations.
- Increased site traffic through targeted marketing and social media campaigns.
- Monitored multiple databases to keep track of all company inventory.
- Issued penalty charges and notices for individuals ignoring rules, decreasing repeat offences by 70%.
- Kept the public informed and updated by staying up-to-date on the latest parking restrictions.
- Garnered valuable swim instruction to patrons of various ages to build confidence, strength, and skills in positive learning environment.
- Manually searched carry-on or checked baggage containing suspect items such as weapons or liquids exceeding volume limits.
- Communicated with other screening staff to promptly call attention to potential or active safety problems.

STORE COLLEAGUE | 03/2019 to 03/2020

Asda - Birmingham , West midlands

- Calculated credit amounts and commission payouts, invoiced merchandise to be sold and generated credit memos for returned merchandise.
- Worked flexible schedule to accommodate changing customer levels.
- Computed sales prices, totalled purchases and processed payments.

- Organised and displayed items in visually appealing manner.
- Assisted customers with selection of products and services.
- Stocked and rotated inventory regularly.
- Reconciled cash drawer at start and end of shift.
- Worked overtime shifts during busy periods or times of unexpected high volume.

Skills

- Staff mentoring
- Cash counting machine operations
- Customer-oriented
- Brand standards promotion
- Stable work history
- Passion for delivery
- Strong leadership
- Operations management
- Full service restaurant background
- Customer service best practices
- Employee recruitment expertise
- Restaurant operations management

Education

UNIVERSITY OF WALES - Birmingham , west midlands | Certificate of Higher Education

Business management , 2021

Hobbies and Interests

In my spare time I enjoy swimming , Dancing , reading and Shooting Range these sports keep me fit , challenge my physical limits and strengthen my team working skills.