Contact details:

+44 (0)7093 209 109 [tina.smith1972@gmail.com](mailto:tina.smith1972@gmail.com)

Dunston Heath, ST18 9AQ, UK

Name: Tina Smith

Gender: Female

Date of birth: 03.04.1972

Nationality: British

**PROFESSIONAL SUMMARY:**

Professional restorant manager looking to devevlop her skills running a kitchen in the London area. I have 10+ years experience in the industery in a variety of roles across the Stafford region. I am a team-worker seeking to integrate a dynamic team and am excited about leading new kitchen projects. I look forward to working with your restorant to deliver great service to costomers with integrity and care.

**PROFESSIONAL SKILLS:**

* Managing time
* Decision-making
* Verbal communication
* Commercial awarness
* Listening activily
* Observing
* Working under pressure
* Customer service
* Multi-tasking
* Empathising
* Questioning
* Acting on own initiative
* Creativity & innovation
* Adaptability
* Troubleshooting
* Implementing

**EMPLOYEMENT HISTORY**

**RESTAURANT ASSISTANT MANAGER | Pasco’s, Stafford, UK | Nov. 2020 to date**

Duties:

* Coordinating daily Front of the House and Back of the House restaurant operations
* Delivering superior food and bevarage service
* Maximizing customer satisfaction
* Responding efficiently and accurately to restaurant customer complaints
* Review product qualety and research new vendors
* Compose shift schedules and run payroll
* Appraise staff performance and provide feedback to improve productivity
* Ensure compliance with sanitation and safety regulations
* Control operational costs and identify measures to cut waste
* Create detailed reports on weekly, monthly and annual revenues and expenses
* Train new and current employees on proper customer service practices

**KITCHEN STAFF & KITCHEN MANAGER | Sweet Tooth, Brocton, UK | Jan. 2013 to Oct. 2021**

Duties:

* Delivering superior food and bevarage service
* Maximizing customer satisfaction
* Review product qualety and research new vendors
* Compose shift schedules and run payroll
* Ensure compliance with sanitation and safety regulations
* Control operational costs and identify measures to cut waste
* Create detailed reports on weekly, monthly and annual revenues and expenses
* Train new and current employees on proper customer service practices

**SALES ASSISTANT | Rickercote Convenience Store | Jul. 2010 to Dec. 2013**

**FRUIT PICKER | Big Barn, Stafford | Jun. 2009 to Aug. 2010**

**BABYSITTER | Self-employed, Stafford | August 2005 to May 2006**

**PAPERGIRL | Rickerscote Convenience Store | June 2004 to July 2005**

**EDUCATION**

**Level 3 Diploma in Hospitality Supervision and Leadership | City & Guilds | 2014-15**

**B.A. (Hons) in Business Management and Sustainability | Staffordshire Business School | 2010-14**

* Included a 5 week placement
* CMI Level 5 Certificat in Management and Leadership

**A-Levels in Business Studies, History and Maths | Stafford Manor High School | 2008-09**

* Participated in school band and choir

**INTERESTS**

* Food and Cooking
* Travel
* Music
* Reading
* Diving