

JOSEPH HUGHES

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1/3 Roseburn Maltings

Edinburgh

EH125LY

EXPERIENCE

Front of House, Dine, 8 Murrayfield Place, Edinburgh Sep2023-/

Taking orders, making sure the service is running smoothly. Opening of the venue. Dealing with any complaints that may arise. Serving food and drinks to guests.

Duty Manager, Gusto, 135 George Street, Edinburgh- Sep 2021 - Jan 2023

Working with the other managers to make sure the business ran smoothly and to its full potential. Duties including opening and securing the premises, training, being involved in recruitment, dealing with all aspects of the business and any customer queries or complaints.

Restaurant Manager, Victoria Square Guest House, Stirling —May 2021 -Sep 2021

Serving afternoon teas, preparing the hotel for the upcoming dinner service. Serving drinks, preparing bills, taking food orders and making sure all guests are all catered for.

Assistant Manager, Appleby Manor Hotel, Appleby, Cumbria — August 2018- May 2021

My role involved many responsibilities, ranging from securing the building at night, dealing with customer queries/complaints, ordering, interviewing staff, training new staff, managing staff rota against sales, to overseeing all departments when on shift. It was a very hands on role, and the main part of the job i enjoy the most is the running of the two rosette restaurant. Although we oversee the staff and make sure service is running smoothly, I liked to get involved and take out food, clear tables etc, as i feel that it always gives me a better feel and understanding of how the customers are enjoying their dining experience. When in the restaurant I was the ambassador and face of the hotel, so any complaints or compliments, are directed towards me, and are dealt with accordingly. Although my role does involve some office administration work, which is to be expected, I always enjoy the hands on aspect of the job more and the interaction with the guests being on the floor making sure that their stay is a memorable experience [for the right reasons].

Duty Manager, The Commodore Inn, Grange over Sands, Cumbria — April 2018- August 2018

Cashing up till, closing and opening the building, serving food drinks and making sure guests needs are catered for.

Duty Manager, The Priory Inn, Tetbury, Gloucestershire — January 2017-February 2018

Opening and closing of the premises, overseeing the sooth running of both the hotel and restaurant.

Job Title, Company Name; City, County — 2003–2005

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EDUCATION

University of Aberystwyth — History, 2016

Ysgol John Bright - A-Levels, Business Studies /Law

Deeside college- NVQ Level 2 Hospitality 2008