JOSEPH HUGHES

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Appleby Manor Hotel
Roman Road
Appleby in Westmorland

EXPERIENCE

Assistant Manager, Appleby Manor Hotel, Appleby, Cumbria — August 2018–Present

My current role involves 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. The job is 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 like 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 iam 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 colllege- NVQ Level 2 Hospitality 2008