
KIMBERLEY CERISE DIEP

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PROFILE

Working in Hospitality it's taught me many things about who I am as a person and what I am capable of. I am a very motivated individual that strives within a workplace, being a sturdy leader that can build a good rapport with my team effectively and smoothly. I work well as a part of a big team but also work well on my own. One of my biggest strengths I've learnt that I have problem solving skills - being able to fix a situation effectively in an efficient and thorough way. I obtain a skill of learning new skills fast, which is great for business needs, growth but also individual growth. I work well under pressure and can multi-task, these are some of my strongest skills I also acquire.

EXPERIENCE

ASSISTANT GENERAL MANAGER, MJMK, SOUTHWARK – OCT 2019 – JUL 2020

End of day Cash up

Weekly Staff Rota

Approve staff hours for payroll

Create steps of service/ standards of procedure

Training Staff

Training new management

Hiring new staff

Weekly Admin Reports

Hold daily briefings morning/evening

Stock control

Oversee bookings and walk-ins

Fire Safety checks

Admin

Liaise with tech support, maintenance, suppliers and Ops/ Directors.

Liaise with kitchen, in terms of bookings, allergens, big parties, item stock etc.

Problem solve issues that arise efficiently and thoroughly

HEAD WAITRESS, DIN TAI FUNG, COVENT GARDEN – AUG 2018 – OCT 2019

Two months training in Taiwan Flagship

Uphold Steps of service

Manage team when manager presence absent

Stock control

Supervise shop floor

Walk-in System (booking system) training staff and liaise with tech support

Conflict and Resolution with customers and staff

Serving and managing VIP booking (celebrities, influencers, food bloggers etc)

Training Staff

FLOOR MANAGER, HOPPERS, SOHO – MAY 2018 – AUG 2018

Daily Briefings
Staff personal development and 1 - 1 training
Liaise with Head Chefs, Managers, Directors
Training new team
Update Resources for staff for Food and Beverage knowledge
Customer complaints
Daily reports/ admin

RESTAURANT MANAGER, SALVATION IN NOODLES, FINSBURY PARK – AUG
2016 – MAY 2018

Weekly Rota
Holiday approval
Cashing up
Create SOP (new business)
Training and Development
Team meetings
Handle customer complaints and feedback
Stock control
Recruitment
Bookings handling

EDUCATION

CITY & ISLINGTON SIXTH FORM COLLEGE, ANGEL – ALEVELS – 2012 - 2014
STRATFORD SCHOOL ACADEMY, NEWHAM – GCSES – 2007 - 2012

SKILLS

Generation UK - Tech Talent Accelerator – 2020
Udemy - Javascript Bootcamp – 2020
Flow Hospitality Training Module - Health & Safety - Level 1 – 2019
Food Safety - Level 1 – 2019
Food Allergens – 2019
Zenith Hygiene Group - COSHH Chemical Competence – 2019

REFERENCES

*upon request