# Laura Simms – General Manager

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# Summary

Experienced General Manager with 15 years’ experience within the hospitality sector.

* Strong commercial acumen, with the ability to contribute to profitability increase.
* Exceptional communication skills, with experience in leading small teams and building confidence and engagement.
* Able to work well on own initiative, as well as working successfully as part of a team.
* Focused on continuous development, both professionally and personally.
* Looking for a new role that can offer a challenging and exciting environment.

# Experience

General Manager

BTT Fine Dining Apr 2018 – Mar 2021

* Responsible for leading team of 10 staff inc. waiters, waitresses & reception staff.
* Training and discipling staff, as required and involved in performance reviews.
* Leading the recruitment of staff for the restaurant, including advertising jobs, dealing with recruitment agencies, and interviewing.
* Ensuring a high standard of customer service throughout the restaurant, with a focus on exceeding the expectations of customers.
* Managing the budget for the restaurant, and reducing costs where necessary, without lowering quality standards.
* Dealing with customer queries and complaints in a timely manner.

General Manager

Burtons Hotel and Leisure Jul 2010 – Apr 2018

* Responsible for overseeing the management of the hotel and leisure complex, including staff management and best practice health & safety.
* Building and maintaining successful relationships with clients and suppliers, including business development.
* Assisting guests as required, including dealing with comments and complaints.
* Ordering stock, including food and drink, and ensuring suppliers are maintained, while adhering to a set budget and saving money where possible.
* Responsible for the full recruitment cycle, including screening CV’s and interviewing candidates.

Assistant General Manager

Burtons Hotel and Leisure Apr 2008 – Jul 2010

* Responsible for the creation of staff schedules and ensuring all shifts are covered.
* Supporting the General Manager as required, including ensuring company standards are maintained.
* Acting as General Manager as required to cover holidays, sickness etc.
* Assisting with interviews and supporting the General Manager with performance reviews.
* Dealing with customer queries and complaints in a timely manner.
* Supporting staff with any queries and maintaining a positive environment within the hotel and leisure complex.

Assistant General Manager

Sleep Well Hotel Jan 2007 – Feb 2008

* Short term role covering for long term sickness.
* Supporting the General Manager in the day to day running of the hotel.
* Dealing with customer queries, and ensuring any complaints are handled quickly and efficiently.
* Managing the staff rota, and ensuring cover was organised where required.
* Determining area of improvement and initiating change.
* Assisting in the interview process, from advertising vacancies to issuing offers of employment.
* Supporting interviews with the General Manager, including providing recommendations.
* Maintaining efficient administration process.

Senior Waiter

The Innsider Bar and Restaurant Dec 2005 – Jan 2007

* Taking food and drink orders from customers, ensuring a high level of customer service.
* Welcoming customers into the restaurant and showing them to their seats, as well as an overview of other facilities.
* Building knowledge of the menu, ensuring customers receive explanations of food and drink, as requested.
* Liaising with other restaurant staff as required.
* Dealing with any minor disciplinary matters in a professional manner.
* Upselling products to enhance the profitability of the bar and restaurant, including desserts, and hot drinks.
* Assisting the Restaurant Manager with training manuals.
* Dealing with the staff rota and arranging cover where necessary.

Waiter

The Innsider Bar and Restaurant Nov 2002 – Dec 2005

* Checking books and welcoming customers into the restaurant.
* Answering telephone calls and taking bookings.
* Managing the bar and restaurant’s social media accounts, responding to queries, and taking bookings.
* Serving customers with their food and drink orders, and upselling products where possible.
* Ensuring a professional service and checking customers are satisfied with their meals throughout their visit.

Waiter

Temporary Appointments Feb 2000 – Nov 2002

* Working in a range of restaurants and bars, providing temporary waiter cover as required.
* Answering calls and taking bookings.
* Providing a high quality and professional service to customers, dealing with any queries or complaints as they arise.
* Serving customers with their orders, and upselling desserts and hot drinks.
* Working with other departments, and building relationships throughout the company, as well as with external companies, such as suppliers. Key responsibilities and achievements.

# Professional Qualifications & Education

HND Hospitality Management

Central Perk College 2005 - 2007

Courses included: Accommodation Management, Advanced Food and Beverage Service, Hospitality Management Accounting.

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