

ANJANA SIBHA SURESH

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SUMMARY

Highly accomplished hospitality and restaurant management professional with proven experience leading high-volume restaurant operations across the UK. Experienced in floor management, front-of-house leadership, catering and food service, guest satisfaction, complaint handling, staff supervision, inventory and purchasing, food quality, operational compliance, health & safety, cost control, and restaurant operations. Skilled at leading teams, coordinating daily restaurant operations, maintaining exceptional service standards, ensuring food quality and statutory compliance, and delivering outstanding customer experiences in fast-paced hospitality environments. Recognised as Manager of the Quarter for outstanding leadership and operational performance. Holds a Master's degree in Project Management, bringing strong organisational, communication, leadership, and problem-solving skills.

WORK EXPERIENCE

Manager | McDonald's | Surrey, UK | Aug 2024 – Present

- Lead high-volume restaurant floor operations, ensuring exceptional customer service, guest satisfaction, and compliance with operational standards.
- Supervise, coach, and support front-of-house and kitchen teams, maintaining high performance and excellent service throughout busy trading periods.
- Coordinate daily shift operations, staff deployment, and service flow to maximise operational efficiency and customer satisfaction.
- Manage inventory, purchasing activities, stock replenishment, and cost control to maintain product availability and minimise waste.
- Conduct food safety, health & safety, and operational compliance checks while supporting food quality and efficient restaurant operations.

Restaurant Manager | Colombo Kitchen | Worcester Park, UK | May 2024 – Jul 2024

- Managed day-to-day restaurant floor operations, delivering exceptional guest satisfaction and consistently high service standards.
- Led front-of-house and kitchen teams, providing supervision, coaching, and support to ensure seamless catering and food service operations.
- Coordinated reservations, seating plans, private dining requirements, and table turnover to maximise operational efficiency.
- Handled customer complaints and service issues professionally, ensuring prompt resolutions and positive dining experiences.
- Managed inventory, purchasing, food quality, and operational compliance while collaborating with kitchen teams to deliver outstanding hospitality.

Restaurant Manager | Dragon Dynasty | Worcester Park, Greater London | Jun 2023 – May 2024

- Managed end-to-end restaurant operations, overseeing floor management, daily service delivery, and overall operational performance.
- Supervised, trained, and developed front-of-house and kitchen teams, driving excellent guest satisfaction and team performance.
- Managed purchasing, inventory control, cash handling, operational costs, and food quality to support efficient restaurant operations.

- Ensured compliance with food safety, health & safety, statutory requirements, and operational procedures while maintaining high service standards.
- Implemented operational improvements that enhanced service efficiency, reduced waste, and improved the overall customer experience.

EDUCATION

- **MSc in Project Management** – Roehampton University | London, UK

SKILLS

Floor Management, Restaurant Operations, Front-of-House Leadership, Hospitality Management, Catering & Food Service, Guest Satisfaction, Customer Service Excellence, Customer Complaint Handling, Staff Supervision, Team Leadership, Staff Training & Development, Inventory Management, Purchasing, Stock Control, Food Quality Management, Cost Control, Cash Handling, Sales Reconciliation, Staff Scheduling, Operational Planning, Operational Compliance, Food Safety, Health & Safety Compliance, Quality Assurance, Kitchen & Front-of-House Coordination, Communication, Leadership, Problem Solving, Time Management, Microsoft Office (Excel, Word, PowerPoint).