

# **TAMAS MOLNAR**

**Hospitality & Customer Service Professional**

London, NW7 2HY | (+44) 785 271 5087 | [molnartamas84@gmail.com](mailto:molnartamas84@gmail.com)

## **Summary:**

Hospitality and customer service professional with 10+ years experience across high-volume corporate and retail environments. Proven track record in improving service speed, reducing waste, and delivering KPI targets. Comfortable managing teams, hitting targets, keeping operations running smoothly under pressure.

Seeking Duty Manager or Assistant Manager roles.

## **Skills:**

HACCP / H&S Compliance, Food Hygiene, Stock Control, Ordering, Waste Reduction, Team Leadership, Staff Training & Coaching, Rota Management, Labour Scheduling, Opening & Closing Procedures, Cash Handling, KPI Delivery, Client-Facing Communication, Attention to Detail, Problem Solving, Microsoft 365

## **Work Experience:**

### **Hospitality Assistant | BM Caterer, Liverpool Street | Jan 2025 – Feb 2026**

- Delivered front-of-house catering at Freshfields Bruckhaus Deringer, maintaining five-star service standards for senior legal professionals across the floors.
- Maintained audit scores consistently above 98% across hygiene and service compliance checks.
- Managed kitchen vending operations across 22 floors, ensuring stock availability and hygiene compliance.

### **Duty Manager | Pausa Coffee, London | May 2024 – Nov 2024**

- Managed a team of 4 per shift within a 7-person operation.
- Reduced food waste by 15% through revised daily prep planning.
- Consistently met monthly KPI targets across waste, speed of service, and customer satisfaction.

### **QSR Supervisor | Eataly, Liverpool Street | Sept 2023 – Jan 2024**

- Led a 6-person team per shift within a 10-person operation, improving shift productivity by streamlining cleaning routines and tightening compliance checks.
- Maintained operational targets across speed of service, waste, and footfall during a high-volume Liverpool Street lunch trade.

***Duty Manager | McDonald's, Chelsea | May 2019 – Sept 2023***

- Supervised and supported 15 of a 60-strong team daily, maintaining strong performance and service quality.
- Delivered ongoing staff training that contributed to improved speed of service and reduced waste across the shift.
- Drove a sustained 5% improvement in customer satisfaction scores over a 4-year tenure, measured via surveys.

***Iceland Foods, East Finchley — Customer Assistant July 2018 - Apr 2019***

***Poundworld, Archway — Supervisor June 2017 - July 2018***

***McDonald's, King's Cross — Customer Assistant May 2015 - Jun 2017***

***Joiners Arms, Finchley Central— Kitchen Assistant March 2015 - May 2015***

**Certifications:** Food Safety Level 2, First Aid Certificate, Full UK Driving Licence (Cat B)

**Education:**

- Engineering Technician BTEC Level 2

**Languages:**

- English – Fluent
- Hungarian – Native

*Available immediately*