

# SUSAN NDIINGA WRIGHT

Strategic Deputy Manager Candidate | Metacognitive Leadership Strategist | Human Dynamics & Operational Standards

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## PROFILE

High-clarity, people-first Deputy Manager candidate with current hands-on experience at The Parcel Yard, King's Cross, and a wider corporate leadership background across account management, recruitment leadership, stakeholder advisory, sales, service delivery, human dynamics and business-building. I separate myself from candidates who only know hospitality through time served by bringing floor-level humility together with boardroom-level pattern recognition: I see how staff morale, customer experience, service flow, standards, risk, communication and profit connect in real time. My hospitality technical gaps are learnable; the harder-to-teach qualities - responsibility, calm judgement, rapid learning, emotional intelligence, ownership, commercial awareness and standards-led leadership - are already present and evidenced across my career.

### DEPUTY MANAGER PROPOSITION

- Build the bridge between the General Manager, management team, supervisors, floor, bar, kitchen/pass and customer experience.
- Turn hidden standards into visible run sheets: room priorities, opening/closing checks, escalation rules, food-pass flow and shift maintenance.
- Strengthen service charge value by matching premium pricing with clearer customer care, better area ownership and reduced customer movement.
- Learn site-specific systems quickly while contributing immediately through leadership, communication, decision-quality and operational insight.

### WHAT FULLER'S ASKS FOR - WHAT I BRING

- Do things the right way: visible standards, accountability, safety awareness and prevention before consequence.
- Be part of the family: team morale, coaching, support, contribution and belonging built through action.
- Celebrate individuality: authentic leadership that reads people, adapts communication and uses difference as business value.
- Always ask what's next: continuous improvement, commercial curiosity and future General Manager thinking.

## CORE LEADERSHIP CAPABILITIES

### Human Dynamics & Team Leadership

- Advanced emotional intelligence, deep listening and behavioural pattern recognition.
- Conflict de-escalation, staff support, morale-building and communication clarity.
- Ability to hold standards without ego and redirect through practical responsibility.

### Systems, Standards & Operations

- Run sheets, living standards folders, handover sheets and station-specific accountability.
- Operational flow improvements: dirty lift separation, glass sorting, pass/cutlery timing, stock/order coherence.
- Risk spotting across safety, security, menus, table stability, allergens and customer expectation.

### Commercial & Strategic Lens

- Revenue and service awareness: customer dwell time, premium-value experience, complaints, refunds, reviews and repeat custom.
- Corporate stakeholder experience across Google/Randstad, Design Shanghai, recruitment, sales and account management.
- Rapid learning: technical systems can be mastered once the standard and responsibility are clear.

## CURRENT HOSPITALITY EXPERIENCE

**Front-of-House & Bar Team Member / Deputy Manager Candidate** | *The Parcel Yard, Fuller's | King's Cross, London | Feb 2026 - Present*

- Work across a complex, high-volume station venue covering Dining Carriage, Snug, Atrium, downstairs bar, functions, dirty lift/pass support, stock areas and wider floor needs from quiet service through high-pressure periods.
- Provide table service, bar support, food running, clearing, room maintenance, customer reassurance and service recovery while maintaining calm judgement during busy shifts.
- Demonstrate ownership beyond assigned station by supporting floor, bar, functions, toilets, stock, laundry/stock issues and operational pressure points whenever the wider shift needs it.
- Improved dirty lift organisation by encouraging labelled separation for cutlery, mugs, plates, food residue and rubbish, reducing friction between floor and kitchen.
- Improved bar reset flow by grouping dirty glasses by type before redistribution, reducing unnecessary movement around busy bar stations and helping staff reset glassware faster.
- Identify and raise operational risks and inconsistencies including broken tables, contradictory menus, room readiness, table stability, security pressure, customer confusion and unclear standards.
- Handle customer complaints constructively, including food-order confusion and refund-related situations, keeping customers reassured while involving managers only when system access requires it.
- Produced Deputy Manager-level observations and a frontline business analysis covering standards, staff welfare, security responsibility, commercial leakage, customer experience, leadership regulation and operational flow.

## CORPORATE, MANAGERIAL & LEADERSHIP EXPERIENCE

**Founder / Strategic Advisor** | *SHS & 4Honeth | Apr 2022 - Dec 2025*

- Built business, governance, service, customer-journey and operational frameworks focused on accountability, human behaviour, long-term standards and business resilience.
- Advised individuals and teams through complex communication, decision-making, emotional pressure and interpersonal dynamics; translated hidden patterns into clear action.
- Created written analysis, strategic frameworks and public-facing documentation requiring precision, accountability, stakeholder awareness and risk translation.
- Developed the leadership lens now applied to hospitality: standards must be visible, responsibility must be held upward, and customer experience is created by the structure supporting staff.

**Recruitment Business Partner / Consultant** | *Randstad Sourceright supporting Google | Apr 2022 - Jul 2023*

- Managed relationships with hiring managers, candidates and internal stakeholders in a process-driven, compliance-conscious corporate environment.
- Delivered market insight, expectation management, candidate experience and stakeholder updates with accuracy, discretion and professionalism.
- Led team engagement initiatives, organised social/community projects, created resources and supported colleagues with internal processes, communication and technical recruitment knowledge.

**Head of Recruitment & Account Manager** | *24/8 Promotions Ltd | Apr 2021 - Dec 2021*

- Expanded recruitment team from 5 to 20 members within 6 months; mentored HR managers and improved procedure adoption, performance standards and retention.
- Launched and supported customer acquisition campaigns generating 10-15 customers weekly and contributing over £1m in annual client revenue.
- Hosted national and international recruitment-focused calls, managed stakeholders and aligned people strategy with commercial outcomes.

**Account Manager & Account Executive** | *Citi & Co | Oct 2019 - Mar 2021*

- Managed and recruited a team of 15, providing coaching, daily coordination and leadership development; mentored two account managers into building their own teams.
- Represented Fortune 500 clients in high-volume face-to-face campaigns; contributed to £1m Shell Energy revenue through events, street sales and door-to-door activity.
- Delivered workshops, handled objections, trained new starters and built confidence in fast-paced, performance-led environments.

#### **Senior Sales Executive** | *Design Shanghai* | Sep 2023 - Apr 2024

- Targeted CEOs, owners and directors across international design markets; closed 8 high-value deals within first 5 months.
- Developed strategic client engagement plans, conducted trade visits and positioned self as a trusted partner rather than only a salesperson.
- Improved customer, employee and client experience through consultative communication, solution-finding and cross-team support.

#### **Additional Customer & Hospitality Experience** | *HOKA Flagship Store* | *Yard Sale Pizza* | 2023 - 2024

- Delivered personalised customer service, stock/inventory support, merchandising, FOH/BOH support, kitchen porter assistance, delivery reliability and team support across busy service environments.

### **SELECTED EXTERNAL VALIDATION**

LinkedIn recommendations consistently describe me as structured, proactive, clear in communication, warm, helpful, standards-led, able to exceed expectations, committed to candidate/customer experience, and someone who shares knowledge, supports colleagues and creates positive team impact.

### **EDUCATION, CERTIFICATIONS & LANGUAGES**

- Introduction to Psychology - Yale University / Coursera: human behaviour, perception, learning, memory and decision-making.
- Training & certifications: GROW coaching, workplace coaching fundamentals, coaching for growth, leading/coaching Millennials & Gen Z, SocialTalent talent advisory/shortlisting/networking/candidate experience, influence through data-driven insights.
- GCSEs - Marketing & International Relations; multilingual studies and cross-cultural communication.
- Languages: English fluent; Italian fluent; Spanish intermediate.

### **IMMEDIATE DEPUTY MANAGER CONTRIBUTION**

- Build run sheets for each business area by interviewing experienced staff and translating practical knowledge into visible standards for everyone.
- Create stronger handovers, task sheets and living rules folders so accountability is not dependent on memory, WhatsApp, mood or micromanagement.
- Support the General Manager by becoming the operational glue between boardroom expectations, management responsibility, supervisors, staff execution and customer experience.
- Strengthen premium service: clearer area allocation, reduced customer movement, better pass communication, faster table recovery, better split-bill planning, stronger allergen/ingredient access and more consistent service charge value.
- Bring the wider lens: not just what is happening, but what it costs, who it affects, what pattern it reveals, and what structure would prevent it repeating.