



MICHAEL ANDERSON

FLOOR SUPERVISOR

CONTACT

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- San Francisco, CA

SKILLS

- guest services
- team management
- training and development
- operational oversight
- conflict resolution
- revenue optimization

LANGUAGES

- English
- Spanish
- French

EDUCATION

ASSOCIATE DEGREE IN HOSPITALITY MANAGEMENT - CULINARY INSTITUTE

ACHIEVEMENTS

- Achieved a 20% increase in repeat customer visits through service enhancements.
- Recognized for excellence in guest satisfaction scores across multiple quarters.
- Implemented a new training program that reduced onboarding time by 30%.

PROFILE

Accomplished Floor Supervisor with extensive experience in the hospitality industry, specializing in enhancing guest experiences and optimizing staff performance. Demonstrated success in leading diverse teams and fostering a culture of excellence through strategic training and development initiatives. Proven track record of implementing operational improvements that elevate service standards and drive revenue growth.

EXPERIENCE

FLOOR SUPERVISOR

Grand Hotel & Resort

2016 - Present

- Oversaw daily operations of the dining area, ensuring high service standards.
- Trained and mentored a team of 20 staff members, focusing on service excellence.
- Managed reservations and guest inquiries to optimize table turnover.
- Implemented feedback systems to enhance guest satisfaction and loyalty.
- Coordinated with kitchen staff to ensure timely food service and quality control.
- Conducted performance evaluations and provided constructive feedback to team members.

SHIFT LEADER

Cafe Delights

2014 - 2016

- Directed daily operations during shifts, managing staff assignments and workflow.
- Monitored customer interactions to ensure a positive dining experience.
- Designed and implemented training manuals for new employees.
- Analyzed customer feedback to identify areas for improvement.
- Managed inventory levels and placed orders to maintain stock.
- Facilitated team-building activities to enhance morale and cooperation.