



# Michael

## ANDERSON

### FLOOR SUPERVISOR

Dedicated and innovative Floor Supervisor with a strong foundation in the food service industry. Expertise in enhancing operational efficiencies, promoting food safety, and ensuring exceptional customer experiences. Proven ability to lead teams effectively, fostering a culture of accountability and excellence. Committed to continuous improvement and staff development through targeted training programs.

### WORK EXPERIENCE

#### FLOOR SUPERVISOR

Gourmet Bistro

2020 - 2025

- Managed front-of-house operations, ensuring high standards of customer service.
- Conducted regular staff training on food safety and sanitation protocols.
- Monitored inventory levels and managed supply orders efficiently.
- Implemented customer feedback systems to enhance service delivery.
- Coordinated with kitchen staff to optimize meal preparation and service times.
- Led team meetings to discuss performance goals and improvements.

#### SHIFT SUPERVISOR

Café Express

2015 - 2020

- Supervised daily operations and managed staff schedules for optimal coverage.
- Trained new staff on menu items and customer service techniques.
- Ensured compliance with health and safety regulations.
- Resolved customer complaints promptly to maintain satisfaction.
- Analyzed sales data to identify trends and inform menu adjustments.
- Collaborated with management on promotional strategies to boost sales.

### CONTACT

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### SKILLS

- food service management
- customer experience
- team training
- inventory control
- problem-solving
- operational standards

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**DIPLOMA IN CULINARY ARTS -  
CULINARY INSTITUTE OF AMERICA**

### ACHIEVEMENTS

- Increased customer satisfaction ratings by 20% within one year.
- Recognized for implementing a successful staff training program.
- Achieved a 15% reduction in food waste through efficient inventory management.