



# MICHAEL ANDERSON

## QUALITY ASSURANCE SUPERVISOR

### PROFILE

Accomplished Hospitality Quality Manager with extensive experience in the fast-paced environment of food and beverage operations. Demonstrated proficiency in establishing quality assurance processes that ensure compliance with health and safety regulations. Skilled in managing diverse teams to deliver exceptional service and promote a culture of quality. Expertise in utilizing customer feedback mechanisms to drive improvements and enhance guest experiences.

### EXPERIENCE

#### QUALITY ASSURANCE SUPERVISOR

##### Culinary Excellence Group

2016 - Present

- Oversaw quality control measures for food safety and sanitation.
- Developed SOPs that reduced food waste by 30%.
- Implemented a customer feedback system that increased satisfaction ratings.
- Trained staff on compliance protocols and best practices.
- Conducted regular inspections to ensure adherence to health regulations.
- Collaborated with suppliers to maintain quality standards.

#### FOOD QUALITY MANAGER

##### Gourmet Delights

2014 - 2016

- Managed quality assurance processes for a multi-site food service operation.
- Enhanced supplier quality evaluations to ensure consistency in product standards.
- Developed training programs that improved compliance by 25%.
- Facilitated internal audits to assess food safety practices.
- Analyzed customer complaints to identify trends and implement solutions.
- Led initiatives that improved operational efficiency and reduced costs by 10%.

### CONTACT

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### SKILLS

- Food safety
- Quality assurance
- Team management
- Customer feedback analysis
- Operational efficiency
- Compliance training

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

#### BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT, CORNELL UNIVERSITY

### ACHIEVEMENTS

- Achieved a 95% compliance rate during health department inspections.
- Recognized for implementing a successful waste reduction program.
- Received 'Excellence in Quality' award from industry peers.