

OLIVIA SMITH

Food And Beverage Supervisor

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles
🌐 www.qwikresume.com



PROFESSIONAL SUMMARY

Experienced Food and Beverage Supervisor with five years of expertise in optimizing service operations and enhancing guest satisfaction. Proven skills in staff training, inventory management, and ensuring compliance with health regulations. Dedicated to fostering a welcoming atmosphere that promotes exceptional dining experiences and operational efficiency.

WORK EXPERIENCE

Food and Beverage Supervisor/Executive Maple Leaf Consulting	📅 Jan / 2021-Ongoing 📍 Toronto, ON
<ol style="list-style-type: none">1. Collaborate with department heads to develop and implement effective service strategies.2. Oversee inventory management to ensure optimal stock levels and reduce waste.3. Train and mentor staff to enhance service quality and operational efficiency.4. Monitor performance metrics to achieve sales targets and improve guest satisfaction.5. Conduct regular inspections to ensure compliance with health and safety standards.6. Develop and implement promotional strategies to attract and retain customers.7. Resolve guest complaints to enhance overall dining experience.	
Food And Beverage Supervisor Crescent Moon Design	📅 Jan / 2020-Jan / 2021 📍 Portland, OR
<ol style="list-style-type: none">1. Supervise daily operations and manage staff scheduling to ensure efficient service.2. Conduct inventory audits and manage ordering processes to maintain stock levels.3. Provide exceptional customer service and foster a positive dining environment.4. Train new employees on company policies and service standards.5. Coordinate with kitchen staff to ensure timely and quality food delivery.6. Implement cost-control measures to enhance profitability.	

EDUCATION

Bachelor of Science in Hospitality Management University of California	📅 Jan / 2019-Jan / 2020 📍 Santa Monica, CA
Focused on food and beverage management, customer service, and operational strategies.	

SKILLS

Health & Safety Standards	Sales Techniques	Sales Reporting	Promotional Activities
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ACHIEVEMENTS

- ★ Increased guest satisfaction ratings by 15% through enhanced training programs.
- ★ Reduced food waste by 20% through improved inventory management practices.
- ★ Implemented a new training program that decreased staff turnover by 25%.