



MASON WILSON

Hospitality Supervisor

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PROFESSIONAL SUMMARY

Passionate Hospitality Supervisor with 5 years of experience in elevating guest satisfaction and streamlining operations. Skilled in team leadership, training development, and enhancing service delivery.

WORK EXPERIENCE

Hospitality Supervisor Jan / 2022-Ongoing
Pineapple Enterprises 📍 Santa Monica, CA

- 1. Delivered exceptional customer service while overseeing the cleanliness and organization of all facility areas.
- 2. Fostered a high-energy environment that motivated staff and engaged guests.
- 3. Ensured compliance with emergency protocols and maintained safety standards during incidents.
- 4. Delegated tasks effectively to optimize team performance during shifts.
- 5. Maintained a consistently clean environment by prioritizing daily tasks.
- 6. Trained and mentored new team members to uphold service standards.
- 7. Facilitated clear communication and feedback among team members to enhance performance.

Hospitality Supervisor Jan / 2020-Jan / 2022
Silver Lake Enterprises 📍 Seattle, WA

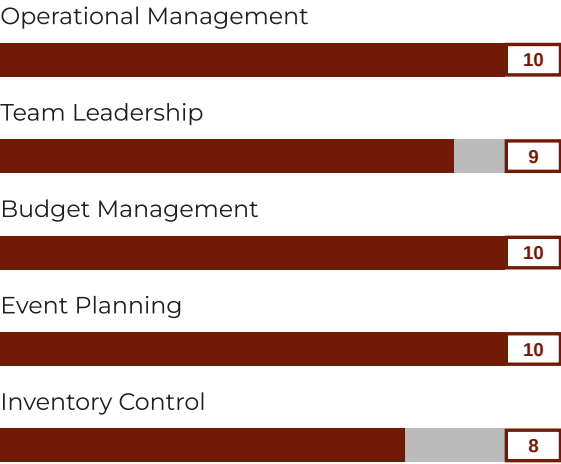
- 1. Greeted and seated customers, ensuring a welcoming atmosphere while monitoring satisfaction levels.
- 2. Maintained high standards of food quality and overall cleanliness in the dining area.
- 3. Managed inventory effectively, ensuring timely order placements and stock levels.
- 4. Balanced cash registers and prepared daily financial deposits accurately.
- 5. Trained new employees in all operational aspects to ensure service consistency.

EDUCATION

Bachelor of Science in Hospitality Management Jan / 2018 Jan / 2020
University of Florida 📍 Santa Monica, CA

Studied key aspects of hospitality operations, guest services, and management principles.

SKILLS



INTERESTS

- 🎨 Art
- 🧘 Volunteering
- 🌲 Hiking
- 🧘 Yoga

STRENGTHS

- 🔍 Criticality
- 📋 Detail-oriented
- 🤝 Diplomacy
- 😊 Enthusiasm

LANGUAGES



ACHIEVEMENTS

- 🌟 Increased customer satisfaction ratings by 20% through enhanced training programs.
- 🌟 Implemented new operational procedures that reduced service wait times by 15%.