



MASON WILSON

Restaurant Supervisor

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PROFESSIONAL SUMMARY

Accomplished Restaurant Supervisor with 7 years of experience leading high-performing teams in fast-paced environments. Expertise in enhancing guest satisfaction, optimizing operational efficiency, and ensuring compliance with health and safety standards. Passionate about creating memorable dining experiences while driving continuous improvement and staff development.

WORK EXPERIENCE

Restaurant Supervisor

WidgetWorks Inc.

📅 Jan / 2021-Ongoing

📍 Denver, CO

1. Fostered a culture of feedback by regularly engaging with customers to implement service enhancements.
2. Delivered exceptional service by creating a warm and inviting atmosphere for all guests.
3. Coordinated seating arrangements and managed flow to accommodate diverse guest needs.
4. Continuously monitored dining room operations to ensure guest safety and satisfaction.
5. Proactively addressed guest concerns, maintaining high service standards.
6. Maintained thorough knowledge of menu offerings, including daily specials and dietary options.
7. Identified and reported potential issues regarding guest safety and intoxication to management promptly.

Manager

Lakeside Apparel Co

📅 Jan / 2018-Jan / 2021

📍 Chicago, IL

1. Led a team of over 30 staff to consistently deliver exceptional dining experiences, elevating service standards.
2. Enhanced operational efficiency through cross-training initiatives, resulting in reduced turnover rates.
3. Boosted food and beverage sales by 10% through targeted marketing strategies and promotional events.
4. Maintained food and beverage costs within budget, contributing to overall profitability.

EDUCATION

Bachelor of Science in Hospitality Management

University of Florida

📅 Jan / 2015 Jan / 2018

📍 Portland, OR

Focused on restaurant management, customer service excellence, and operational efficiency.

SKILLS

Customer Service Excellence



Sales And Upselling Techniques



Operational Management



Conflict Resolution



Multitasking Ability



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

LANGUAGES



English



Arabic



German

ACHIEVEMENTS

- 🌟 Increased customer satisfaction scores by 20% through enhanced service training programs.
- 🌟 Reduced operational costs by 15% by implementing more efficient inventory management practices.