



# Simon Ford

## Food Service Supervisor

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📍 Haagworth, Pitcairn Islands

### MY LIFE PHILOSOPHY

Hospitality is about creating a warm and welcoming environment, and I strive to exceed guest expectations every day.

### STRENGTHS

#### 🏆 Excellent Communication

Strong interpersonal skills demonstrated through effective communication with guests and colleagues resulting in positive feedback and high customer satisfaction.

#### ❤️ Leadership and Teamwork

Proven ability to lead and motivate a team, collaborating effectively with colleagues to achieve exceptional standards and improve guest experience.

#### ✓ Attention to Detail

Meticulous in ensuring exceptional quality in food and beverage service, maintaining high standards and ensuring customer expectations are exceeded.

### SUMMARY

Experienced Food and Beverage Supervisor with a strong passion for delivering exceptional service and creating unforgettable experiences. Proven ability to lead and motivate teams to achieve outstanding results. Highly skilled in communication, inventory management, and menu development. Bachelor's degree in Hospitality Management from the University of Hospitality. Accomplishments include implementing cost-saving measures, developing customer loyalty programs, and receiving recognition for leadership excellence. Fluent in English and Spanish. Dedicated to upholding the highest standards of quality and customer satisfaction. Excited to contribute my skills and experience to a prestigious hotel and ensure the provision of exceptional food and beverage service.

### EXPERIENCE

#### Food and Beverage Supervisor 2022 - Ongoing Fine Dining Restaurant Cityville

Managed front of house team, overseeing daily operations and ensuring exceptional service delivery resulting in increased customer satisfaction and repeat business.

- Implemented new training program, resulting in improved efficiency and consistency of service.
- Led team in achieving sales targets, resulting in a 15% increase in revenue.
- Developed customer loyalty program, resulting in a 20% increase in customer retention.

#### Restaurant Supervisor 2017 - 2022 Luxury Hotel Townsville

Managed food and beverage operations, ensuring exceptional guest experiences and maintaining high standards of service.

- Implemented cost-saving measures in inventory management, resulting in a 10% reduction in expenses.
- Collaborated with chefs to develop new menu items, resulting in increased customer satisfaction and positive reviews.
- Implemented staff training program on food safety and sanitation, resulting in improved compliance and a decrease in health inspection violations.