

SONAL GAUTAM

Food Service Supervisor

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 Spruce Grove, Alberta, Canada

PROFESSIONAL SUMMARY

Dedicated and results-driven Food Service Supervisor with over 8 years of leadership experience across Canada, Thailand, and India. Skilled in team coordination, customer service excellence, and efficient restaurant operations. Proven ability to train staff, maintain quality standards, and ensure high customer satisfaction in fast-paced food service environments.

WORK EXPERIENCE

Food Service Supervisor, Fatburger

05/2023 – Present

Spruce Grove, Alberta,
Canada

- Supervise day-to-day operations to ensure food quality, cleanliness, and safety standards.
- Train and manage a multicultural team of food service workers to maintain brand standards.
- Handle scheduling, inventory, and cash reports to support smooth business operations.
- Address customer feedback and improve service quality to increase repeat visits.

MD and Supervisor, SMV World Co. Ltd

03/2023 – 04/2023

Thailand

- Oversaw front- and back-of-house operations ensuring seamless service delivery.
- Implemented process improvements to enhance team efficiency and food presentation.

General Manager, SIP Global

07/2022 – 03/2023

Thailand

- Directed full restaurant management including staffing, purchasing, and budgeting.
- Developed promotional campaigns that improved sales performance and brand visibility.

Manager and Supervisor, L'ELEGANT

01/2017 – 07/2022

Delhi, India

- Supervised food preparation, maintained hygiene standards, and managed daily operations.
- Increased staff productivity through training and performance monitoring.

MD and Supervisor, Pind Balluchi

08/2015 – 12/2016

Thailand

- Oversaw kitchen and floor operations ensuring consistent food quality and customer satisfaction.
- Managed supplier relations and cost control to maintain profitability.

EDUCATION

MBA, Maharshi Dayanand University, Rohtak

2011

Bachelor of Commerce, University of Delhi

2007

Senior Secondary, CBSE

2002

Secondary, CBSE

2000

CORE SKILLS

- Team Leadership & Staff Training
- Customer Service & Complaint Resolution
- Scheduling & Workforce Planning
- Quality Assurance & Cost Control
- Food Safety & Hygiene Compliance
- Inventory & Supply Management
- POS & Cash Handling