



Job Title: Supervisor

Division: Resort Services

Department: Food and Beverage - Service

Responsible To: Service Manager

Role Summary

This role has an overall responsibility for supervising a shift in the food and beverage department in cooperation with the Food and Beverage leadership team. Reporting to the Service Manager, this position provides guidance and direction to associates.

Responsibilities

- Oversee daily department operation, including start of shift briefings, section assignments, bill discrepancies and end of shift cash remittances
- Greet and welcome guests to the restaurant and ensure their experience is positive
- Ensure that service standards are being met by the front of house service associates in all food and beverage areas
- Serve as an individual contributor and department role model by performing technical or functional job duties such as serving or clearing tables, taking orders, etc.
- Work with the leadership team to ensure that associates are trained and clearly understand their job roles, responsibilities, and performance expectations
- Address guest concerns, requests or issues
- Provide constructive feedback to associates to help them develop their skills
- Collaborate with Service Manager to develop and carry-out ideas and procedures to continuously improve department performance
- Ensure that department goals are communicated, understood, and met by associates
- Coordinate tasks and work with other departments to ensure that the department runs efficiently
- Coach and counsel associates on work related concerns and issues to ensure satisfaction and productivity
- Assist in preparing and presenting performance management documentation to associates
- Assist in preparing work schedules and payroll, reconciling of gratuities of associates ensuring accuracy, adjustments and distribution
- Issue and distribute uniforms and ensure associates are following grooming standards
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Competencies

- Business acumen and positive mindset



FRIDAY HARBOUR™
All Seasons Resort

- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

Characteristics

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader

Requirements

- Diploma or degree in tourism or hospitality, or working towards
- 2 years of food and beverage leadership experience in a resort or hospitality setting
- Comprehensive knowledge of fine food wines and service
- Must possess excellent customer service skills
- Must be computer literate. Preferred candidate will have previous experience with food and beverage software, Microsoft Word and Excel
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion

Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 25 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling

Friday Harbour is an equal opportunity employer committed to hiring a diverse workforce. Friday Harbour is also committed to providing accommodations for people with disabilities. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources department with any accommodation requests.