

FOOD & BEVERAGE SUPERVISOR

Job Description:

- Exceeds guest expectations by providing outstanding customer service
 - Helps create an engaged work environment by choosing positivity and fun, recognizing excellent peer performance, and by caring about and supporting our colleagues every day
 - Provides leadership, direction and mentoring to the F&B operation; develops performance objectives and delivers performance evaluations for direct reports
 - Assists in the planning, development and implementation of F&B strategic plans as directed at the site level
 - Maximizes the revenues of the F&B outlets while minimizing operating costs
 - Manages labour costs; schedules and supervises employees; verifies time and attendance; assigns shift work assignments when necessary
 - Assists in the promotion/marketing of the business
 - Offers food and beverage expertise to internal and external customers
 - Carries out inspections on a regular basis to ensure consistency; reports maintenance and supply deficiencies
 - Assists the monthly inventory count and forwards discrepancies to management
 - Takes action as directed on the guest satisfaction Comment Card Program (F&B)
 - Liaises and communicates effectively with all appropriate operational departments
 - Develops and cultivates strong working relationships with all stakeholders: guests, management, employees and vendors
 - Ensures compliance with licensing laws, health and safety and other statutory regulations
- Performs other duties as assigned or directed

Education and Qualification Requirements:

- People-focused and committed to service excellence
- Proactive and solution-oriented with a drive to succeed
- Minimum Grade 12 education
- Post Secondary education in hospitality or suitable combination of education and experience
- Smart Serve certification
- Ability to exceed internal and external customer expectations through timely, effective and service oriented communication
- Computer literacy in MS Office; POS experience preferred; STA experience an asset

INTERESTED APPLICANTS MUST FORWARD A COPY OF THEIR RESUME AND AN INTERNAL APPLICATION FORM TO judy.foss@flamborodowns.com

Flamboro Downs is an equal opportunity employer which is committed to diversity, equity and inclusion in the workplace. We accommodate people with disabilities throughout the recruitment and selection process and applicants are encouraged to advise Human Resources in advance if an accommodation is required.