



Prince of Wales | QUEEN'S LANDING | pILLar[®] POST
MILLCROFT | MOFFAT INN

Exceptional individuals delivering exceptional experiences

Our Vision

We will be the pre-eminent standard of modern luxury and hospitality.
We will be a destination that every discerning traveler aspires to stay at and
that every hospitality professional aspires to work for.

Service First Commitment

I commit to consistently making each Guest's experience exceptional and memorable.

Core Values

Social Responsibility to the Community
A Passion to Deliver Exceptional Guest Service
Commitment of Flawless Attention to Detail
Nurturing Continuous Self-improvement

Department: Food and Beverage

Date Revised: January 2011

Position Title: Food and Beverage Supervisor

Property: Vintage Hotels

Reports To: Food & Beverage Manager

Position Summary: To oversee all team members and service in the Restaurant, Lounge, Room Service (Prince of Wales includes the Drawing Room) and ensure that the highest level of service is provided at all times.

Duties and Responsibilities:

Primary Responsibilities:

- **Provide personalized and exceptional guest service at every given opportunity.**
- **Meeting established up-selling and sales goals.**
- Ensure the outlets are fully operational in terms of both quality and sufficient staffing to service guests.

- Responsible for scheduling of the outlets team members and banqueting servers as necessary under the supervision of the Food & Beverage Manager.
- Ability to prepare schedules to be posted seven days in advance of the first day of the pay cycle.
- Responsible for daily payroll of department, disbursement of gratuities, the monitoring labor cost and maintaining staffing levels in accordance to budget under the supervision of the Food & Beverage Manager.
- To work closely with the CSM and/or Special Events Manager to ensure details are executed for each event in the outlets to lead the team in service and to complete the applicable group billing.
- Responsible for maintaining inventories, adequate par levels and purchasing of necessary product under the supervision of the Food & Beverage Manager.
- Ensures the team members are aware of and follow all health and safety policies and procedures.
- Preparing for and facilitating pre-shift meetings.
- Responsible for restaurant reservations, and reservations system, maximizing seating occupancy while maintaining a high quality of service under the supervision of the Food & Beverage Manager.
- Responsible for the coaching and disciplining of team members as necessary under the supervision of the Food & Beverage Manager.
- Responsible to assist the Food & Beverage Manager in the recruiting process.
- To perform all administrative duties as necessary relating to hotel/human resources policies for your designated outlet.
- Handles all team member inquiries as necessary in the food and beverage department, as well as, all other outlets within the hotel as necessary.
- Responsible for the cleanliness and tidiness of your designated outlet, as well as, overseeing cleanliness and tidiness of all other outlets within the hotel.
- Responsible for the organization of new team member training in your specified outlet under the supervision of the Food & Beverage Manager.
- Responsible for all processes related to POS operations. Some of these duties are as follows: Issuing of new cards, menu input for food & beverage. All under the supervision of the Food and Beverage Manager.
- Responsible for establishing and maintaining controls to assure there is no theft and to minimize waste of all products.

Secondary Responsibilities:

- Having a thorough knowledge of Vintage Hotels' products and services.
- Suggesting additional product and services meeting our guests' specific preferences.
- Assessing guests' individual needs to meet standards for additional products and services.
- Actively seeking ways to meet guests' product or service needs.
- Filling duty manager shifts when required.
- All other duties as assigned.

Health and Safety Responsibilities:

- A supervisor shall ensure that a worker,
 - (a) works in the manner and with the protective devices, measures and procedures required by the Occupational Health & Safety Act and the regulations; and
 - (b) uses or wears the equipment, protective devices or clothing that the worker's employer requires to be used or worn
 - (c) advise a worker of the existence of any potential or actual danger to the health or safety of the worker of which the supervisor is aware;
 - (d) where so prescribed, provide a worker with written instructions as to the measures and procedures to be taken for the protection of the worker; and
 - (e) take every precaution reasonable in the circumstances for the protection of a worker.
- Perform departmental workplace inspections as assigned.
- Conduct safety talks as assigned.
- Conduct incident investigations.

- Conduct team member health & safety training including Standard Operating Procedures & Primary Training and performing team member safety observance.
- Always ensure that workplace accidents/injuries are reported immediately to a Manager/Supervisor.
- Cooperates in the Return to Work Program of a Team Member.
- Correct substandard acts or conditions through Human Resources Standard & Procedure “C.15 Progressive Corrective Action”.
- Commend team members on safe work practices and performance.

Technical/Managerial/Administration Requirements:

- 2 Years supervisory skills with 5 years restaurant experience.
- Work well in a fast paced environment.
- Excellent leadership skills.

Professional Requirements:

- Hotel and Restaurant Management Courses.
- Excellent communication skills both written and oral.
- Computer and monitory skills.
- Able to recognize and respect customer and team member confidentiality.
- Smart serve certificate required.
- Previous up-selling and/or sales experience is considered an asset.

Personal Attributes:

- Exceptional high standard of hygiene.
- Professional Attitude, Dependable, Team Player.
- Flexible to work various shifts including days, evenings, weekends and holidays.
- Confidence in selling and up-selling products and services.
- Positive sales oriented personality.
- Desire to meet goals.
- Ethical and honest.

Physical Requirements:

- Prioritize demands of Team Members, other departments and supervisors to meet all objectives.
- Balance demands of Team members in terms of hours worked versus shift priority and gratuity distribution.
- The volume of business during peak seasons requires an individual who can remain in control of the situation as well as deal with over-bookings and time-constraints.