



## **Dining Room Lead Supervisor**

**TERM:** Full-time February to December

**SHIFT:** All Shifts – Various (Morning, Afternoon and Evening, including Weekends)

**DEPARTMENT:** Dining Room

**REPORTING TO:** Events Operations Manager & General Manager

### **Duties and Responsibilities**

- Lead all dining room staff in a productive and efficient manner, ensuring the Angus Glen standards are maintained at all times during food and beverage operations
- Creates the weekly dining room staff schedules to ensure the proper execution of all daily operations while maintaining labour costs. Reviews and adjusts schedules throughout the week based on fluctuations in business levels
- Provide regular motivation and coaching to all staff to encourage on-going professional development
- Reviews all reservations daily to ensure there are no conflicts. Resolves timing conflicts considering overall levels of guest service and staff capabilities and adjusts staff schedules accordingly
- Completes inspections of all clubhouse areas throughout each shift to ensure cleanliness standards of all food service and public areas are met at all times
- Oversees the communication between Server(s), Bartender(s) and Kitchen team to ensure food and beverage service has exceeded expectations
- Liaise with kitchen staff to ensure all front of house team members are aware of daily specials, product shortages or any other notables for menu items, and the back of house is aware of all reservations, tee times and anticipated business levels
- Oversee the dining room operations by observing service levels and ensuring guidelines for alcohol service are adhered to at all times
- Respond to and resolve any guest service issues promptly and courteously. Once resolved, communicate the issue, solution and suggestions to prevent reoccurrence to the food and beverage management team
- Work with Supervisor(s) to create and administer up-selling and staff incentive programs.
- Ensure proper accounting procedures are adhered to at all times, by balancing all alcohol inventory at the end of each shift, and ensuring all billable items are uploaded to Banquet Event Order(s) and Member Account(s)

- Manages cash tills and coin floats to ensure they are properly stocked based on business levels and accurately balanced at all times
- Audits payroll time clock records on a daily basis to ensure accuracy and monitor any overtime expense
- Ensure cleanliness and sanitation of all food service and clubhouse areas during scheduled shifts
- Ensures that all opening, mid-shift and closing duties are completed in full
- Execute banquet event operations and set up as required
- Work as a hands-on employee as required in all areas necessary to ensure food and beverage operations meet Angus Glen standards at all times
- Maintain a professional demeanor at all times while at Angus Glen
- Completes all other tasks as assigned

### **Qualifications**

- Minimum Grade 12; University or College Diploma in Hospitality or Food & Beverage Management an asset
- Smart Serve Certification
- Minimum of 2 years' experience in the Hospitality field, with minimum of 1 year supervising the work of others
- Good written and verbal communication skills
- Customer service and detailed oriented
- Excellent organizational and prioritization skills
- Collaborative, team player
- Good judgment, problem solving and conflict resolution skills
- Ability to multi-task and work under pressure
- Ability to interact with all levels, both inside and outside the organization
- Positive, professional and enthusiastic demeanour

**Interested candidates please send resume to [jobs@angusglen.com](mailto:jobs@angusglen.com)**

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