

# JOB POSTING

Job Title: Outlets Supervisor

Job Status: Permanent. Full-Time

Start Wage: \$59,500 per annum

## Summary of Position:

The Outlets Supervisor is responsible for assisting the Outlets Manager and other Food and Beverage leaders to maintain the operations of Aura Waterfront Restaurant + Patio, In Room Dining (IRD) and Duo Café Bakery. Creating a warm and welcoming dining environment as part of the Food and Beverage team, the Outlets Supervisor's focus is the daily operations and leadership of the outlets' colleagues in the absence of the Outlets Manager and Outlets Assistant Manager, and the Director of Food and Beverage

## Responsibilities:

- The Outlets Supervisor assists with the daily operations of Aura Waterfront Restaurant + Patio, IRD and Duo Café Bakery and is responsible for the leadership and supervision of the colleagues within these departments
- Responsible for the appearance, orderliness, cleanliness and proper set up of Aura Waterfront Restaurant + Patio, IRD, and Duo Café Bakery including guest facing and back of house areas
- Communicates departmental needs to the Outlets Manager and other leaders
- Assists with inventory and maintains par levels
- Motivates the service team to work efficiently and professionally and oversees service
- Ensure service, culinary and atmosphere standards are maintained
- Manages labour, ensuring the schedule is followed and adjusted as needed for business volumes and sick calls
- Ensures colleagues follow all hotel policies and procedures and the collective agreement
- Provides feedback and redirection to the colleagues on a regular basis
- Monitors, tracks, and provides feedback to the Outlets Manager to aid in performance management and performance appraisals
- Ensures that appropriate communication between shifts and other departments takes place regarding any changes
- Conduct pre and post daily shift briefings and reporting
- Assists in ways to build customer/guest loyalty and improve guest recognition
- Maintains a safe working environment, and ensure departmental awareness of health and safety standards
- Effectively communicates with Culinary, Event Operations, and other departments
- Any other duties deemed necessary to fulfill the role

## Job Requirements:

- Minimum 3 years serving experience within an upscale casual or fine dining Food and Beverage establishment
- Supervisory experience in Food and Beverage
- Proven ability to lead, train and motivate colleagues
- Sound working knowledge of MS Office: Word, Excel, and Outlook required
- Experience with InDesign an asset
- Sound working knowledge of Point-of-Sale systems required
- Excellent verbal and written communication skills
- FoodSafe Level 1 and Serving It Right certified
- Experience in a unionized environment an asset
- Flexible availability, including early mornings, late evenings, weekends, and statutory holidays
- Must be able to lift 30lbs on a regular basis
- Food and wine knowledge
- Attention to detail
- Ability to work effectively with limited supervision
- Sincere desire to exceed guest expectations
- Ability to work well under pressure, high energy and self-motivation required
- Ability to problem solve
- Team oriented
- Understands the importance of creating a fun and rewarding work environment
- Must be able to embrace the 4 core values of the Inn at Point: Excellence, Respect, Curiosity and Stewardship


Reports To: Outlets Manager

Closing Date: Please submit your application as soon as possible as applications are reviewed daily

Apply Now! Please email your resume to [careers@laurelpoint.com](mailto:careers@laurelpoint.com) For more information, please visit our Careers page at [www.laurelpoint.com/careers](http://www.laurelpoint.com/careers)

## What's in it for you?

- Competitive Wages
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Comprehensive benefits package
- Colleague of the month recognition program
- BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- Aura waterfront restaurant + patio staff discount – 50%
- Duo Café staff discount – 25%

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- Need a staycation? We've got you covered, after your 1-year work anniversary, enjoy a complimentary one night stay including breakfast for 2
  - Friends & Family hotel discount (so you can show off your amazing workplace)
  - Candidate referral bonus - \$500
  - Industry discounts
  - Workshops
  - Cross-training opportunities
  - Skill and advancement training programs
  - Shower and locker facilities

Thank you for considering Inn at Laurel Point as your employer of choice!