

# LANES AT MEMBERTOU

## Employment Opportunity

**Job Title:** Shift Supervisor (Full time)  
**Department:** Lanes at Membertou Bowling Alley  
**Reports to:** General Manager

### Duties and Responsibilities:

- Responsible for ensuring the restaurant is clean and organized.
- Delegate tasks to restaurant staff and supervise performance.
- Must be courteous and professional to guests and co-workers.
- Must create a positive guest experience. Smile and be helpful and friendly.
- Ensure client and guest satisfaction, handling any complaints with professionalism.
- Must be willing to work in other areas if required to maintain service levels for our guests.
- Promote teamwork among restaurant staff and with the kitchen staff.
- Assist with administering training for all new staff.
- Perform pre-service meetings on a shift by shift basis.
- Maintain and stock inventory for food and beverage supplies.
- Manage dining reservations.
- Arrange to have shifts covered.
- Help staff resolve on job challenges.
- Track daily costs and revenue.
- Balance cash register and POS sales daily.
- Training of employees on usage of POS systems.
- Coordinate with suppliers for deliveries.
- Open/close restaurant.
- Relay all applicable information to other managers.
- Attend training as required.
- Complies with Band Personnel Policy.
- Maintain positive relationships with Membertou's Internal and External Customers, ensuring transactions or information received on behalf of the Band and/or its members are kept confidential.
- Maintain and improve Membertou's Quality Management System as it relates to job related duties and/or department.
- Any other related duties as required by the General Manager.

### Qualifications:

- Proven experience as a Shift Manager or relevant role in a restaurant (3+ years).
- Demonstrate knowledge of restaurant operations (like managing reservations and payments).
- Availability to work different shifts, including weekends and holidays.
- Basic knowledge of bookkeeping procedures.
- A customer service approach with the ability to manage complaints with professionalism.
- Excellent organizational skills.
- Team management abilities.
- Track record of working in a flexible timetable based on employer's requirements.
- Preference given to Aboriginal peoples in accordance with the Aboriginal Employment Preferences Policy of the Canadian Human Rights Commission.

Resumes and Cover letters/Applications can be submitted to:

Membertou Human Resources Department  
**Attention: Troy Paul**  
111 Membertou Street  
Membertou, NS B1S2M9

Or via email to:

**jobs@membertou.ca**

**DEADLINE FOR APPLICATIONS:** Friday, July 16<sup>th</sup>, 2021 at 1:30 PM

*Thank you for applying, however, only those selected for an interview will be contacted.*