



Job Title: Dining Room Supervisor
Department: MTCC – Food & Beverage Service
Reports To: Dining Room Services Manager

This position requires flexibility in working hours, as required to meet the business needs of the MTCC. Cross training opportunities may be provided within the Food & Beverage Service Department and at times, there may be opportunities to take shifts in other capacities within the Department.

Duties and Responsibilities:

- Ensure delivery and pick up of products to and from the kitchen is on time.
- Responsible for ensuring the dining room is clean and organized.
- Ensure that service areas are kept clean and free of debris, particularly the floors and tables.
- Bus, de-crumb, expedite, bartend, host and assist with all other duties as required to ensure our guests receive the best experience possible each time.
- Must be courteous and professional to guests and co-workers.
- Must create a positive guest experience. Smile and be helpful and friendly.
- Must be willing to work in other areas if required to maintain service levels for our guests.
- Promote teamwork among dining room staff and with the kitchen staff.
- Assist with administering training for all new staff.
- Ensure the 5pm sheet is completed and speak with all staff, when possible, about new information.
- Required to answer phone calls and retrieve and return all messages concerning Kiju's Dining Room and any related messages, such as Catering inquiries.
- Maintain a daily log book of activities and information for reference by other staff and supervisors.
- Work closely with the Dining Room Services Manager, Food & Beverage Services Manager and/or the General Manager to monitor labour costs & service levels.
- Send staff home when it is slower than expected and add staff when levels require this.
- Must be able to adjust thermostats on heating system to appease customer requests.
- Assist with improving service levels and maintaining standard procedures within the dining room and MTCC.
- Provide training to new team members when required.
- Maintain confidential material and discussions about staff and business operations with the Dining Room Services Manager, Food & Beverage Services Manager and/or General Manager.
- Must be well groomed and appropriately dressed at all times.
- Report any incidents, such as missing products, etc.
- Adhere to the Building Fire Procedure and evacuation plan, lead and train the team to do so.
- Adhere to all Food Safety regulations while leading and providing training for the team.
- Adhere to all Health and Safety rules and regulation lead and train the team to do so.
- 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.
- Other department related duties as required by the Manager.

Skills and Qualifications:

- Minimum two years of supervisory experience in a food and beverage environment is required.
- Food safety handling and responsible beverage service certifications are an asset.
- Strong team player with good leadership abilities.
- Demonstrated exceptional guest service skills with a passion to anticipate and exceed guest expectations.
- Ability to lift up to 25 Kg.
- A keen eye for detail is essential.
- Self-motivated and efficient problem solver.
- Flexible, must be willing to work a variety of hours, based on business needs.

To apply, submit your cover letter and resumé to:

Membertou Human Resources Department
Attention: Richard Stevens
47 Maillard Street
Membertou, NS B1S2P5

Or via E-mail to: jobs@membertou.ca

DEADLINE FOR APPLICATIONS: Friday, March 31st, 2023 @ 4:30PM AST

Thank you for your interest, however, only those applicants selected for an interview will be contacted.