



OAK BAY
BEACH HOTEL

Food & Beverage Supervisor

The Food & Beverage Supervisor is responsible for assisting with the efficient and effective day to day operation of all food and beverage outlets at Oak Bay Beach Hotel. This will include an active role in training and development of employees as well as service recovery situations.

Responsibilities:

- Actively participate in the ongoing development of all hotel outlets
- Help develop, implement and continually improve service standards.
- Motivate and engage team members to consistently deliver the best possible service to guests at all times.
- Actively participate in departmental meetings and other team member meetings as required.
- Resolve guest concerns/issues efficiently and courteously to prevent a reoccurrence and ensure guest will become a repeat customer.
- Ensure appropriate food and beverage management coverage on weekends and holidays in the outlets to ensure consistently high levels of guest service are maintained.
- Morning, evenings and weekend work is required.

Qualifications:

- Previous experience in a supervisory role within the food and beverage industry is required
- Post secondary education in hospitality management preferred.
- Strong working knowledge of hospitality industry principles, methods, practices and techniques as they relate to all areas of food and beverage specifically in a pub/bar environment.
- Sincere customer focus and true appreciation for the guest experience.
- Highly organized, goal and results oriented with ability to execute plans and manage change effectively.
- Effective decision-making abilities coupled with sound judgement.
- Ability to analyse and interpret the needs of guests and offer appropriate options, solutions and resolutions required.
- Strong personal integrity with an innate desire to work in an ethical manner.