



Poets Cove Resort & Spa

Job Description

Position: Outlets Supervisor
Department: Food & Beverage Department
Reporting to: Outlets Manager

Purpose:

Effectively monitor the daily operations of the Aurora Restaurant and Syrens Lounge including providing support and guidance to fellow F&B personnel to ensure a successful and effective operation ending in a positive guest experience.

Under direction and support of the Outlets Manager, effectively administer, coordinate and supervise pre-designated outlet areas of Poets Cove Resort Food & Beverage department.

Assist in the creation, development and implementation of standardized dining activities in regards to preparation of all such items related to Poets Cove Resort under the direction of the Outlets Manager.

To ensure consistently high guest satisfaction of these products through established procedures and guest contact, including the motivation of employees to the highest degree, such that company profit ratios and control procedures are met.

To act, without prior approval, and with full authority, to ensure all Poets Cove Resort standards, policies and procedures are followed.

Position Requirements:

- Minimum of 3 years food and beverage experience in a high quality, professionally dedicated environment.
- Minimum of 2 years as supervisor or higher experience is required.
- A sound understanding of fine and casual dining.
- Experience in a four or five star hotel or resort is a must.
- Experience at outlets planning and implementation.
- Experience at inventory taking and recording.
- Experience at ordering, controlling and delivery of all F&B product.
- Experience in planning, preparing and execution of service and dining.
- Physically fit, able to perform repetitive physically challenging tasks and lift heavy loads.
- Mentally fit for the challenge of working in a high-pressure environment.

Specific Job Knowledge, Skills and Abilities

- Requires good communication skills, both verbal and written.
- Must possess basic computational ability.
- Must possess basic computer skills.
- Must have a working knowledge of types of restaurant set-ups, capacities, etc.
- Must have excellent interpersonal and guest interaction skills.
- Must have excellent organizational, supervisory skills.
- Must have good food and beverage knowledge and pricing.
- Must have knowledge of wine and related beverages.

Duties and Responsibilities

Daily supervision and direction of outlet service staff. Assist in the development, implementation and maintenance of quality standards for outlets. Interact with guests to ensure a positive guest experience.

Ensure that meals and beverages are being served in a professional and timely manner by circulating within the outlet and communicating with the kitchen and the server. Handle guest complaints. Monitor and supervise set up and maintenance of room service area to ensure that it is up to standard.

Ensure availability of manpower, supplies, and equipment to ensure positive guest experience. Assist in hiring, scheduling, supervision and control of host(ess), servers and bus attendants.

Must be prepared to direct service to guests as needed, including, but not limited to, serving tables, bussing tables and seating guests.

A sound knowledge of fine dining cuisine as well as the knowledge in wines so that the pairing of the both is achieved

Promote and work in a passionate team environment ensuring an atmosphere that is conducive to a team that excels in customer service.

Adhere to the properties daily cash-out and accounting processes.

Assist in the development and maintenance of all policies, procedures and quality standards within the F&B department, utilizing a continuous improvement approach to ensure a high quality, cost effective and customer focused operation.

Assist in the development and implementation of a training plan to ensure a high quality presentation and level of customer service within the F&B service/function service staffs.

Assist in the inventory, control and breakage/loss reduction of china, glass and silver as it relates to outlet and banquet services.

Assist in inspecting and overseeing the cleanliness and maintenance of all F&B space, public areas, and service areas of the F&B department. Coordinate with Housekeeping and Engineering to ensure the highest level of product delivery.

Assist in monthly scheduling and payroll for the F&B Department.

Participate in china, glassware, silverware, and linen inventories as necessary.

Participate in all food and beverage inventories.

Attend all department and resort meetings as necessary.

Supervise support staff and provide ongoing training and support as necessary.

Working knowledge of federal, provincial and local laws governing equal employment opportunity and civil rights, occupational safety and health, wage and hour issues and labor relations.

Leadership and Supervision of others

To ensure all decisions are made that correspond to those policies of the Poets Cove Resort and it's Executive Committee.

Attend to guests' concerns and the operations problems immediately and take proper, prompt, corrective action.

Strive to continuously maintain a positive working relationship within the resort that will attain and maintain a high level of employee moral.

To provide advice and inspiration to all F&B personnel that will aid them in the proper function of their respective roles.

To be prepared for duty at any time due to the demands of the operation and its requirements.

To develop, collect, maintain, and disseminate the basic resort philosophy of management and policy to all present employees and to newly hired personnel.

To observe on a consistent basis, the staff's focused and attentive participation in daily operations.

Conduct him/herself in a manner as to reflect Poets Cove Resort's standards and encourage our staff to do the same.

Physical Demands

- Most work tasks are performed indoors. Temperature generally is moderate and controlled by resort environmental systems; however, must be able to work in extreme temperatures like freezers (-10°F) and kitchens (+110°F), possibly for one hour or more.
- Must be able to sit at a desk for up to 3 hours per day. Walking and standing are required the rest of the working day. Length of time of these tasks may vary from day to day and task to task.
- Must be able to exert well-paced ability to maneuver between functions occurring simultaneously.
- Must be able to exert well-paced ability to reach other departments of the hotel on a timely basis.
- Must be able to bend, stoop, squat and stretch to fulfill cleaning tasks occasionally.
- Must be able to lift up to 15 lbs. on a regular and continuing basis.
- Must have the ability to bend, squat and frequently lift 25 lbs. and occasionally lift up to 50 lbs.
- May be required to lift trays of food or food items weighing up to 30 lbs.
- Must be able to push and pull carts and equipment weighing up to 250 lbs. occasionally.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and subordinates.