

*The Butchart Gardens is looking for an individual to fill the following position:*

**DEPARTMENT: FOOD SERVICES**

**POSITION: DINING ROOM SUPERVISOR**

The Dining Room is a fast paced, 130 seat fine dining restaurant. The supervisor is responsible for coaching & leading all front of house staff to serve the guests of The Dining Room Restaurant in a genuinely friendly, prompt, & professional manner.

The successful candidate, reporting to the Manager and Assistant Managers of The Dining Room Restaurant, will be expected to participate in all aspects of supervising the department. Staffing levels fluctuate from as many as 45 full-time employees in the summer to as few as 10 in the winter months.

**The successful candidate will be required to:**

- Provide courteous, professional, friendly and prompt service to our visitors
- Ensure 100% adherence to established Dining Room service standards
- Ensure 100% compliance with all policies and procedures (The Dining Room and The Butchart Gardens)
- Help diffuse difficult situations with guests and/or staff
- Provide leadership, motivation, and feedback to all staff members
- Inspect daily all aspects of The Dining Room for safety and security
- Coordinate the daily staff schedule, ensure staff levels are adequate for volume of business
- Open and close the restaurant following existing checklists
- Expedite group meals quickly and efficiently
- Coordinate with other departments to ensure excellent customer service
- Be responsible for the well-being and care of visitors and staff
- Participate in regular performance feedback and development discussions
- Lead daily pre-shift meetings with all front of house staff
- Maintain close contact to the staff and guests (on the floor) throughout the shift
- Accurately close all servers' bills

**The successful candidate will possess the following qualifications:**

- A minimum of 3 years' experience serving in a fine dining environment
- 1 season supervisory experience preferred
- A strong work ethic and an excellent past performance record in all areas
- Serving it Right & Food Safe Certificates
- Wine knowledge preferred (ISG or WSET Level 1 or equivalent), with an emphasis on BC wine
- Ability to lead, empower, motivate & train staff
- Excellent verbal and written communication skills
- Positive, professional, and upbeat attitude
- Ability to operate effectively and professionally under frequently changing and stressful circumstances
- Understand the importance of attention to detail
- Demonstrate excellent organizational skills

This is a seasonal position, commencing mid-April and ending early-mid October. The successful candidate may also be given priority for off season part-time serving shifts. Shifts will vary, and weekend and evening work is expected. Remuneration will be commensurate with the level of responsibility of the position and the qualifications of the candidate, plus gratuities.

**We will be accepting applications until Friday, March 6, 2020.** If you are interested in this position, please submit a cover letter and résumé to: Human Resources department, The Butchart Gardens Ltd. 800 Benvenuto Ave, Brentwood Bay BC V8M 1J8; Fax: (250) 544-4455; email: [hr@butchartgardens.com](mailto:hr@butchartgardens.com); online: [employment page](#).

***The Butchart Gardens appreciates all applications, however, only those short listed will be notified.***