

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

**Position:** MANAGER - The Dining Room Restaurant

**Department:** Food Services

**The Dining Room Manager will be responsible for:**

- All Dining Room front of house operations for our 130-seat fine dining facility including some special events and off-site catering
- Ensuring all operations run efficiently, consistently and effectively, ensuring exceptional quality service
- Achieving labour, cost of goods, and operating expense targets
- Providing guidance, resources and information to the supervisors and staff of The Dining Room Restaurant
- Coaching, leading and supporting each individual
- Ensuring a safe workplace
- Upholding high personal standards and maintaining The Butchart Gardens standards

**The successful candidate will report to Food Services Director and Senior Service Manager, and will be required to:**

- Ensure each team member is given clear performance expectations, adequate training and coaching
- Communicate effectively with all team members, providing all information and tools needed to perform to the expected standard
- Resolve conflicts, concerns and visitor complaints appropriately in a professional and timely manner
- Make recommendations on hiring, promoting and terminating front of house employees
- Ensure all staff start-ups, terminations, payroll information and exception reports are completed properly and submitted in a timely fashion
- Establish clear and precise product knowledge standards enhancing our teams' performance through training, seminars and product knowledge quizzing
- Work in unison with Food Services Managers and Chefs in developing, implementing and communicating all aspects of the Dining Room
- Assist in all areas of service including wine service, group organization, hosting and MOD duties
- Maintain clear standards of service excellence
- Ensure all tools, equipment and small wares required for expedition of service are well maintained/cleaned and at appropriate levels
- Lead in training each team member in proper safety policies, evacuation procedures, HACCP, FOODSAFE and WHMIS
- Ensure all related areas are maintaining proper cleaning schedules

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

- Minimum 5 years of management experience in fine dining restaurants
- Wine knowledge (ISG or WSET level 1 or equivalent) with an emphasis on B.C. wine
- Spirits and cocktail knowledge
- Serving it Right & FOODSAFE Certificates
- Excellent attention to detail
- Excellent communications, coaching & mentoring skills
- Very strong organizational skills and ability to work well under pressure
- Ability to be a team player and encourage team commitment
- Excellent financial management skills

This is a full-time, year-round position. Shift work and weekend work are required. Remuneration will be commensurate with the level of experience and the qualifications of the candidate. Starting from \$38.16/hour along with a benefits package, 3 weeks vacation and matching RRSP following a 6 month probationary period.

Please submit a cover letter and resume to the Human Resources department, The Butchart Gardens, 800 Benvenuto Ave, Victoria BC V8M 1J8, email: [hr@butchartgardens.com](mailto:hr@butchartgardens.com)

*We sincerely thank all those who apply, however, only those short-listed will be contacted.*