

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

POSITION: SUPERVISOR - The Dining Room Restaurant
Department: Food Services

The Butchart Gardens is looking for an individual to fill the position of Dining Room Restaurant 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 40 full-time employees in the summer to as few as 10 in the winter months.

The successful candidates 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 all daily 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
- Provide and document performance feedback and lead performance development meetings with staff members
- 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
- Assist with monthly inventory of department
- Accurately close all servers' bills
- Other duties may be assigned from time to time by the employer

The successful candidates will possess the following qualifications:

- A minimum of 3 years' experience serving in a fine dining environment preferred
- Previous supervisory or leadership experience preferred
- A strong work ethic and an excellent past performance record in all areas
- Serving it Right Certificate
- Food Safe Certificate
- Wine knowledge preferred (ISG or WSET Level 1 or equivalent), with an emphasis on BC wine
- Ability to lead, empower, motivate and 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
- Demonstrate excellent organizational skills

This is a full-time, year-round position commencing May 15, 2024. Shift work and weekend work are required. Remuneration will be commensurate with the level of experience and the qualifications of the candidate. Starting from \$24.84/hour plus gratuities, along with a benefits package, 3 weeks' vacation and matching RRSP following a 6-month probationary period.

We will be accepting applications until the position is filled. 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

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