

Food & Beverage Outlet Supervisor

Role Summary

This role has an overall responsibility for supervising a shift in the food & beverage department in cooperation with the Culinary and Food & Beverage leadership team. Reporting to the Outlets Manager, this position provides guidance and direction to associates.

Accountabilities

- Oversee daily department operation, including start of shift briefings, section assignments, bill discrepancies and end of shift cash remittances
- Greet and welcome guests to the dining room and ensure their experience is positive
- Ensure that service standards are being met by the front of house service associates in all food & beverage areas
- Serve as an individual contributor and department role model by performing technical or functional job duties such as serving or clearing tables, taking orders, etc.
- Work with the leadership team to ensure that associates are trained and clearly understand their job roles, responsibilities, and performance expectations
- Address guest concerns, requests, or issues
- Provide constructive feedback to associates to help them develop their skills
- Collaborate with F&B Operations Manager to develop and carry-out ideas and procedures to continuously improve department performance and GSS scores
- Ensure that department goals are communicated, understood, and met by associates
- Coordinate tasks and work with other departments to ensure that the department runs efficiently
- Coach and counsel associates on work related concerns and issues to ensure satisfaction and productivity
- Assist in preparing and presenting performance management documentation to associates
- Assist in preparing work schedules and payroll, reconciling of gratuities of associates ensuring accuracy, adjustments and distribution
- Issue and distribute uniforms and ensure associates are following grooming standards
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Requirements

- Diploma or Degree in Tourism or Hospitality, or working towards
- 2 years of Food & Beverage leadership experience in a resort or hospitality setting



- Proven fluency in MS Office tools (Word, Excel, and Outlook)
- Comprehensive knowledge of fine food wines and service
- Proven track record in developing and maintaining service standards

Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 50 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift

JW Marriott The Rosseau Muskoka Resort & Spa is an equal opportunity employer committed to hiring a diverse workforce. Upon request by the applicant, accommodation options will be available in the local area.