



## CAREER OPPORTUNITY

### FOOD & BEVERAGE SUPERVISOR

#### PERMANENT FULL TIME WITH BENEFITS

Donalda Golf & Country Club, founded in 1960, is a prestigious year round private club that offers a high standard of social, athletic and dining facilities to our members and their families. We are located in central Toronto.

We are seeking a passionate self-motivated leader to join our Food & Beverage team as Food & Beverage Supervisor of the casual dining areas of the Club. This position is **permanent full time with benefits** that must be able to work flexible shifts which include evenings, weekends and holidays. This position provides the qualified candidate long term growth opportunities within a highly respected upscale private club.

If you are a passionate individual with leadership qualities and with an eye for detail we would love to have you be a part of the Donalda team! We are always seeking to explore and implement new trends offering our membership an exceptionally unforgettable dining experience every time they dine at the club.

Please "Apply Online" at [www.donaldclub.ca](http://www.donaldclub.ca) under the employment page and tell us how you can contribute to our team's success.

#### POSITION SUMMARY

The Food & Beverage Supervisor will perform his/her duties and assume responsibilities related to the casual dining areas including the Willow Room, Sun Room, Bar, Patio, 12<sup>th</sup> Tee Shack and/or the fine dining area. The Food & Beverage Supervisor will ensure a high quality dining experience of members and guests including quality of service from servers and bartenders, cleanliness of the dining area, resolving service issues, and other issues that arise, etc. The incumbent is expected to have strong supervisory and leadership skills, organizational skills, attention to detail and be able to work under pressure in a fast-paced environment.



## DUTIES & RESPONSIBILITIES

- Ensure that all members and guests are received and greeted in a welcoming, friendly and professional manner.
- Ensure all opening and/or closing duties are assigned and correctly completed by service staff.
- Conduct pre-service employee briefings. Communicate necessary information to servers to ensure every aspect of the dining area will run smoothly including menu ingredients, beverage information, assigning sections, soup of the day and specials of the day, etc.
- Ensure service staff are properly trained, groomed, equipped, and educated about the menu and beverages offered for all events to ensure superior service.
- Describe and suggestively sell any available appetizers, entrees, desserts, alcoholic beverages and wines to members and guests.
- Coordinate food service between kitchen and service staff to ensure members and guests are provided with their meals in a timely manner.
- Provide assistance with the service of food and beverages in the dining areas and for special functions when needed.
- Supervise and evaluate dining room staff frequently to ensure proper service standard is provided to members and guests.
- Serve as the Club's opening or closing manager or manager on duty.
- Perform daily inspections of all table settings to ensure proper appearance.
- Responsible for the security of items in dining area (Chinas, Glassware, Silverware, etc.)
- Manage reservations received from Reception in the reservation book. Ensure that any special requests including dietary restrictions are communicated with other Food & Beverage Supervisors, Kitchen staff and the Executive Chef.
- Handle all service issues from guests and members in a professional manner.
- Work alongside members of the Food & Beverage management team to ensure excellent services are provided to members and guests in F&B related functions and that revenue control procedures are continually followed.
- Assist with table clearing and re-setting of tables as needed.
- Execute regular inspections on all service areas and equipment to ensure a clean, safe and above standard environment for members, guests and staff. Ensure all safety, accident and emergency policies and procedures are in place and consistently followed.
- Ensure that established rules, regulations and policies are properly being followed.
- Ensure local, provincial laws and the Club's policies and procedures for the service of alcoholic beverages are consistently followed.
- Assist in dining room inventory assessments.
- Provide seating plan, layout and design recommendations as needed to the Food & Beverage managers.
- Suggest decorations for special themes in the casual/fine dining areas.
- Suggest when additional service supplies and small equipment are needed.

- Evaluate the casual/fine dining experience on an ongoing basis and recommend methods of improving the dining facilities.
- Perform other tasks and special projects that may arise in the Food and Beverage department.

#### **JOB SPECIFICATIONS/ QUALIFICATION REQUIRED**

- Degree or Certificate at a Post-Secondary institution in F&B Management/equivalent experience in a F&B operation
- Minimum of 3 to 5 years' experience in the Hospitality Field is required
- Two (2) years in a supervisory position in the hospitality field is required; Private Club is preferred
- Smart Serve is required
- Wine Certification or Sommelier Certification is an asset
- Computer skills: Proficient in Microsoft Office (Word and Excel) and the use of the Internet is required
- Minimum typing speed: 30-40 WPM
- Knowledge of JONAS program is considered an asset
- Team player with a willingness and ability to learn; punctual; highly motivated, reliable with good judgement is a must
- Must be able to work a variety of shifts including days, evenings, weekends and holidays
- Must be well-groomed, mannerly, and friendly to ensure a good dining experience for members and guests
- Must be able to work under pressure in a fast-paced environment
- Strong communication skills, both written and verbal are required

#### **Contract Terms:**

- Salaried position
- Benefits: Medical and Pension
- Complimentary duty meals
- Complimentary parking
- Non tipping environment

**Those individuals, who are interested in applying, please complete the Online Application form on our website at [www.donaldaclub.ca](http://www.donaldaclub.ca). No telephone calls please. We thank all applicants for their interest and will only contact those selected for an interview.**

*Donalda Club is an equal opportunity employer. Accommodations for disabilities will be provided to support participation in all aspects of the recruitment process*