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## Shuswap Recreation Society

### Food and Beverage Services Supervisor - Job Description

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The Shuswap Recreation Society is currently accepting applications for a Food and Beverage Services Supervisor at the Rogers Rink in Salmon Arm. The position is a fulltime 10-month seasonal position, which will require the individual to work events, including evenings and weekends.

#### **Nature and Scope of Work:**

The purpose of the Food & Beverage Service Supervisor is to provide a fiscally responsible approach with a high level of food quality and customer service to the patrons and visitors at Roger RINK. The position will ensure the effective operations of all food and beverage within the Shuswap Recreation Society and responsible to provide health and safety measures, technical support, work flow coordination, working cooperatively with suppliers and users, upkeep on equipment and monitoring of performances.

#### **Reporting Relationships:**

Reports to: Arena Manager  
Immediate Subordinates: Concession Staff

#### **Required Education, Knowledge, and Experience:**

Required:

- High School Diploma;
- "FoodSafe" certificate;"
- "Serving It Right" certificate;
- Three (3) to five (5) years of demonstrated experience supervising all aspects of a food and beverage operation;
- Exceptional attention to detail and organizational skills;
- Excellent customer service and communication skills;
- Ability to accept and address customer complaints in a respectful manner;
- Must be a self-starter with an ability and willingness to work with minimal supervision;
- Two (2) to five (5) years of demonstrated experience utilizing point of sales software, costing and reporting software, and Excel and Word software;

Preferred:

- Post-secondary diplomas or certification in hospitality or related fields would be an asset;
- Five (5) years' experience supervising junior staff;

## **Illustrative Examples of Work:**

### Customer Service:

- Determine adequate and efficient hours of operations in line with anticipated event patron and attendance expectations.

### Food and Beverage Operations:

- Supervision of staff during all significant events (i.e. Silverbacks Games, concerts, etc.)
- Ensure strict adherence to all food and beverage regulations, including but not limited to: Interior Health, BC Liquor Board and all other jurisdictions having authority;
- Ensure adequate and efficient inventory levels;
- Accurate monthly inventory counts and reporting;
- Ensure staff adherence to operation cleanliness.

### Human Resources:

- Hire and maintain adequate staff levels;
  - Ensure strict adherence to all human resource policies and procedures;
  - Monitor and enforce staff attendance expectations;
- Train and monitor staff performance regarding:
  - All applicable regulations;
  - Point of Sale systems;
  - Equipment operation and maintenance;
  - Organizational policies and procedures;
  - Monitor and correct individual staff performance.

### Financial Performance:

- Ensure strict adherence to all cash and inventory control policies and procedures;
- Timely compilation and reporting of event performance for all significant events;
- Build an operational and capital annual budget for the department;
- Monthly review and assessment of actual revenues and costs in relation to the budget;
- Semi-annual review and assessment of individual menu item pricing, costs and margins;
- Annual review and assessment of individual product performance.

## **Physical Requirements**

- Ability to lift and carry supplies and equipment required to perform the duties of the position (up to 22kg)
- Demonstrated cognitive ability for required tasks, problem solving and computation.

Dated: May 6, 2024