

FOOD AND BEVERAGE FLOOR SUPERVISOR

Since 1891, Westerner Park has been a place for Central Albertans to gather and celebrate community events. Westerner Park is both an agricultural society and registered not-for-profit with charitable status. Each year, Westerner Park generates more than \$150 million in economic activity, more than 1.5 million visitors come through our gates to celebrate over 1,500 unique events. From weddings and banquets, hockey games and agricultural shows to concerts and trades shows, we continue to be there as Central Albertans join to share in their most memorable moments.

We pair first class facilities with down home service. We treat all our event organizers and guests with the same welcoming, approachable and trustworthy style that has defined our organization for the past 129 years. We enable and service other organizations to gather and celebrate their own purpose and cause.

We are an integral part of central Alberta. We take pride in the experiences we produce and the trade and commerce we facilitate. We support the rural and urban connection in Central Alberta, inspire youth, engage arts, culture and connect our community. Our collaborative spirit facilitates the growth and success of other non-profits and charities. We develop and apply strengths from volunteerism and partnerships for the betterment of our community as a whole.

SUMMARY

The Floor Supervisor is a key member of the Westerner Park Food and Beverage Team. Under the direction of the Food and Beverage Services Management Team, the Floor Supervisor will be responsible organizing/instructing front-end and back-end of food and beverage services operations throughout events. Duties can include performing opening and closing operations, delegating task to front-end and back-end employees throughout the day as well as ensuring excellent customer service is being given to each customer.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Under the direction of the Food and Beverage Services Management the Floor Supervisor is responsible for:

- Working collaboratively with the Food and Beverage Team to determine concession, bar and suite needs and changes
- Maintains professional grooming and appearance and acts as a role model according to established grooming and appearance procedures
- Ensuring all employees are showing up for their shifts i.e. attendance for the beginning of shifts
- Review day's events through the event memo with the supervisors at the beginning of the shift
- Help assist with a variety of administrative task assigned by the Food and Beverage Management Team
- Input purchase order, invoices and manage inventory through the POS
- Update POS based on business needs as well as print reports and reconcile sales
- Monitoring each concessions, bars and suites constantly throughout the event
- Checking for proper uniform and name tags
- Helping in concession with various task when needed
- Delegating task to employees based on business needs
- Enforcing company standards and policy and escalating to management when needed
- Ensures compliance with all health and safety standards/regulations
- Pre-event set up and post event take down may be necessary, including stocking concessions and bars

Westerner Park supports diversity in all our human resources practices.

- Completing end of event concession checks to ensure the concessions are being left clean
- Training new employees on equipment in concessions and POS
- Train Food and Beverage employees to maintain accurate workflow for all business transactions
- Monitor and provide authorization to ensure chains of custody is followed, authorization of voids, returns and qualify anomalies.
- Potential to be called upon to assist with emergency response i.e. Evacuation, injury etc.
- Answering radios and phone calls
- Reporting stock needs to the warehouse throughout the event
- Ensure that all inventory requests are sufficient to business demand and correspond with the menu
- Clean and maintain equipment (i.e. ice cream machines) after events
- Deliver prompt and efficient resolution of shortfalls and improvements needed to the Food and Beverage Management Team.
- General housekeeping duties as assigned
- Other duties as required

CORE COMPETENCIES

- Decision making
- Customer Focused
- Client and guest experience minded
- Accountability and Dependability
- Coaching
- Staff Management
- Development and Continual Learning
- Communication and Teamwork
- Quality Orientation
- Adaptability / Flexibility
- Creative and Innovative Thinking
- Decision Making, Judgement and Problem Solving
- Planning and Organizing

QUALIFICATION AND REQUIREMENTS

- Data input experience is an asset
- Inventory control experience considered an asset
- Event based job – ability work evening and weekend is required
- Knowledge and experience of working in Food and Beverage
- Strong communication, interpersonal and customer service skills
- Strong planning, organizational, time and priority management skills with the ability to work on multiple objectives with tight timelines
- Ability to follow directions and work well under pressure in a fast paced environment Accountability and dependable
- Valid Class 5 Drivers License

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- First aid is an asset
- Pro-Serve Certification and Food Safe Certificate required or willing to obtain

WORK ENVIRONMENT

- Given Westerner Park is in the Major Events industry, this individual will need the ability to be adaptable and flexible with their time. Work will include evenings and/or weekend shifts as event volume dictates.
- Ability to follow directions and work well under pressure in a fast paced environment
- Ability to stand and be on the move for long periods of time

AFFILIATIONS

Member of the Westerner Employees Association

TO APPLY

Please email your Cover Letter and Resume to Human Resources with your name and the name of the position you are applying for in the subject line to HR@westernerpark.ca.

This job description is not intended to be all inclusive and successful incumbents may perform other related duties as requested to meet the ongoing needs of the organization.

Thank you for your interest with Westerner Park. We look forward to reviewing your application.

Important Message: We thank all those who apply. Only those selected for further consideration will be contacted. This position will remain posted until a successful applicant is found.

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