



## POSITION DESCRIPTION

Position Title: Supervisor, Food and Beverage Operations  
Department: Food and Beverage  
Employment Type: Full-time salaried  
Rotating schedule.  
Flexibility to work early mornings, late evenings weekends, and holidays required.

### POSITION SUMMARY

Reporting to the Manager, Food and Beverage Operations, the Supervisor, Food and Beverage Operations is a hands-on supervisory position for the MacEwan Conference and Event Centre and The Den and Black Lounge. The primary function is to ensure that all clients receive top quality service and that all requirements for food and beverage service are executed and presented in a professional manner.

### KEY RESPONSIBILITIES

- Plan, coordinate, and direct workflow of tasks to ensure all room food and beverage logistical requirements are met or exceeded for all events, meetings, and restaurant operations.
- Participate in supervising teamwork, including training, performance management, and coaching staff on customer expectations and technical aspects of the space.
- Coordinate the requirements of the on-campus delivery and catering program.
- Ensure that the food and beverage department meet operational compliance with relevant internal, federal, provincial, municipal and university legal and policy requirements including health and fire safety, responsible alcohol service, food safety and MacEwan Conference and Event Centre delivery vehicle.
- Ensure proper storage and maintain inventory controls related to event, restaurants, and AV equipment (including chairs, tables, staging, lecterns, risers, pipe and drape, projectors, screens, microphones, speakers, public address systems and other events-related equipment).
- Provide summarized client feedback to the MacEwan Conference and Event Centre department with the goal of increasing customer experience.
- Ensure the front and back of house is maintained and cleaned, and that daily function signage is displayed.
- Communicate with employees and clients to ensure all logistical event requirements are met.
- Troubleshoot as required to meet changing needs.
- Review and update all processes, procedures, and guidelines related to the operations area on an ongoing basis.
- Ensure proper preparation, opening and closing of events and The Den and Black Lounge, and assigning staff related duties.

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- Assist with administrative tasks where necessary, and perform other duties as assigned by the Manager, Food and Beverage Operations.

## **LEADERSHIP**

The position is responsible for supervising and ongoing training of a team of hourly employees. Supervisory duties include shift task assignment, planning and directing workflow as per operating standards and general procedures, assisting with performance evaluations, and improving operations. The position makes recommendations on staff hiring and performance, which are communicated to the Manager, Food and Beverage Operations.

## **WORKING CONDITIONS**

The position includes diverse conditions and the ability to perform heavy lifting. Specifically, the working environment includes:

- lifting/carrying: 10 to 40 lbs.
- repetitive motions: walking, bending, lifting
- variable temperatures
- high level of public interaction
- pushing/pulling: 10 to 80 lbs. daily
- operation of the scissor and man lifts
- indoor and outdoor functions
- facility congestion and noise

## **REQUIRED COMPETENCIES**

- Excellent interpersonal skills with the ability to maintain professional manners and manage self well under pressure.
- Encourage staff development through coaching.
- Demonstrated ability to successfully work with and lead a team with equal ability to work individually.
- Superior communication (verbal and written) and strong attention to detail and product improvement.
- Demonstrated planning, organizing and prioritizing abilities.
- Cultural sensitivity: ability to work effectively with a wide variety of customers and staff.

## **Technical Skills/Experience:**

- Intermediate computer skills (MS Excel, Word) including with e-mail applications is a requirement.
- Proficiency in using a variety of catering and management software is required (Opera, Prism, Formitize, 7shifts, and Dropbox).
- Technical proficiency in audio-visual equipment set-up and troubleshooting is an asset.

## EDUCATION AND EXPERIENCE

### Minimum Requirements:

- High school education with 3 to 5 years of related industry experience, or a college diploma with 2 years of related industry experience.
- A minimum of one year of supervisory or lead-hand experience working with a team is required. An equivalent combination of education and experience would also be considered.
- Hospitality industry experience is strongly preferred.
- Off-site catering experience an asset.
- Valid certification in: WHMIS, First Aid and Proserve. On job certification provided for: ProTect, Fall Protection and Lift Operator.
- **A valid Alberta Driver's License is mandatory.**