



## PREDATOR RIDGE

### **Pallinos Italian Bistro Supervisor**

#### Job Description

#### **Purpose**

Reporting directly to the Outlets Manager, this position is responsible for the merchandising and operational standards and assisting with general food and beverage administrative tasks.

We seek enthusiastic individuals who are interested in excelling in the area of Food & Beverage and guest experience.

#### **Responsibilities and Accountability**

- Ensure attitude is friendly and courteous at all times
- Prepares Pallinos Italian Bistro for daily operations and ensures ongoing cleanliness.
- Ensures food product displays are clearly labelled, etc. are managed.
- Ensures proper levels of inventory and supplies are maintained and rotated to guarantee best practices.
- Responds to the needs of customers.
- Assists with receiving, verification and storage of incoming products and follows PR inventory management policies
- Ensures team members are trained to ensure optimal customer service.
- Stays current with product knowledge with a goal to upselling.
- Motivates and supervises team members to ensure they understand and deliver objectives.
- Assists with data entry and other food & beverage administrative tasks.
- Ensures policies and procedures are followed consistently to safeguard the fair and equitable treatment of all team members and guests.
- Learns and promotes the resort's services, facilities and amenities.
- Adheres to government laws and Predator Ridge policies regarding the serving of food, alcohol.
- Complies with the company's standard operating procedures and policies.
- Performs other related duties assigned by the management team.

#### **Position Requirements**

- Proficient in use of MS Office and the POS system.
- Possess a positive attitude and work well with others.
- Must be able to work varying shifts.
- Demonstrated product knowledge.
- Ability to pay attention to detail.
- Commitment to providing exceptional customer service.
- Ability to lift up to 30 pounds on a regular basis.
- Excels at attention to detail and working with minimal supervision.
- Proven ability to be a self-starter and proactive in nature.
- A valid license and be at least 19 years of age.
- Able to stand for long periods of time.
- Highly customer focussed.
- Serving-It-Right certification is mandatory completion within 30 days of start date. Food Safe level one in encouraged

This job description has been designed to indicate the general nature, essential duties and responsibilities of work performed by team members in this position. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications.