

## ABOUT THE POSITION

The Terminal City Club, Vancouver's Premier Private Members Club. As a 'Platinum Club of the World' and Canadian Society of Club Managers '2020 Club of the Year', we create a welcoming atmosphere for our members and guests with the opportunity to forge new business connections, host clients, entertain friends, keep fit and relax.

Our team of service professionals take care of our members and in turn, we take care of our team. For our employees, we thrive in a team oriented, member-first environment, offering competitive wages, extended benefits & pension, Club Fund bonus, staff events, development opportunities, hot meals daily, easy access to transit and more! If this sounds like a place you would like to be a part of, this opportunity may be for you.

As a full-time Food & Beverage Supervisor, you will lead a team in providing best-in-class service to our members and guests. Your years of supervisory experience in the restaurants industry have helped you to sharpen your leadership skills. You thrive at problem-solving in a fast-paced environment, with the confidence to 'run the show', while remaining humble and open to feedback as the continuous learner you are.

## JOB RESPONSIBILITIES

- Hands-on supervisor, providing guidance to the service team with positive motivation and effective communication; outlining service expectations and sound product knowledge
- Actively supervise assigned staff and assist in the overall service delivery for the various restaurants, Club Member's events and private dining
- Provide personalized service to members and guests, acknowledging by name whenever possible
- Ensure restaurants are consistent in set up; and staff are properly trained to deliver on the Club's service standards
- Administrative duties include assisting with monthly beverage inventory; complete a daily business log; closing duties and cash outs; and other supportive tasks
- Ensure that Club rules and regulations are adhered to as it relates to service delivery and employee relations
- Maintain effective and cooperative working relationships with all departments
- Uphold Health & Safety regulations with all tasks and activities, at all times

## REQUIRED SKILLS & EXPERIENCE

- Several years' supervisory experience in a high-end establishment; Banquet service considered an asset
- Exceptional knowledge and passion for food & beverage
- Out-going personality; polished image with an emphasis on professional, seamless guest service
- Strong discernment with a high degree of confidentiality
- Exceptional communication skills; enabling a team-focused work environment
- Flexible availability including weekdays, nights, weekends, and holidays
- Serve it Right Certification required
- Experience using a client information database and POS system (Jonas) preferred

## HOW TO APPLY

Please submit your cover letter and resume with attention to Iain Fletcher, Director of Club Outlets at: [hr@tcclub.com](mailto:hr@tcclub.com).

*We thank all applicants for their interest; those being considered will be contacted.*