TERMINAL CITY CLUB
position posting

CAFÉ SUPERVISOR, MINK CHOCOLATE CAFÉ

ABOUT TCC & MINK CHOCOLATES CAFÉ

Terminal City Club (TCC) is Vancouver's Premier Private Members Club. As a 'Platinum Club of the World' and one of Boardroom Magazine's 'Distinguished Clubs' with 'Iconic' status, 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.

Mink Chocolates Café is an award-winning destination for chocolate lovers, offering an exquisite selection of handcrafted chocolates, confections, and beverages. With a commitment to quality and creativity, Mink provides a delightful experience for both members and customers seeking indulgent treats and unique gifts.

ABOUT THE ROLE

As a Café Supervisor, you will play a pivotal role in ensuring the smooth operation of our food and beverage service, leading a team of passionate individuals, and maintaining high standards of quality and customer and member satisfaction. You have a strong background in hospitality management, excellent leadership skills, and a passion for delivering memorable experiences.

JOB RESPONSIBILITIES

- Supervise and train a team of Food & Beverage Attendants, providing guidance, support, and feedback to ensure exceptional service and performance.
- Delegate tasks, monitor productivity, and provide feedback to ensure exceptional service.
- Provide exceptional customer service, resolving issues promptly.
- Monitor and improve customer satisfaction levels, implementing strategies to address areas for improvement and exceed customer expectations.
- Ensure food and beverage preparation meets quality and safety standards.
- Collaborate with the management team to develop new menu items, seasonal offerings, and promotions to drive sales and customer engagement.
- Assist with inventory tracking and receiving supply orders.
- Conduct regular inspections to maintain health and safety compliance.
- Coordinate cleaning and maintenance schedules.

REQUIRED SKILLS AND EXPERIENCE

- Previous experience in food and beverage management, preferably in a café, bakery, or similar environment.
- Strong leadership and interpersonal skills, with the ability to motivate and inspire a team to achieve excellence.
- Excellent customer service skills, with a friendly and approachable demeanor and a commitment to exceeding customer expectations.
- Knowledge of food safety and sanitation regulations, with a focus on maintaining a clean and hygienic environment.
- Strong organizational and problem-solving abilities, with the ability to multitask and prioritize in a fast-paced environment.
- Flexibility to work evenings, weekends, and holidays as needed.

WHAT'S IN IT FOR YOU?

Our team of service professionals take care of our members and in turn, we take care of our team. We offer extended benefits & pension, staff events, development opportunities, hot meals daily, easy access to transit and more! As a Café Supervisor at Mink Chocolates Café, you'll enjoy competitive wages ranging from $19.75 to $20.75 per hour, plus tips.

HOW TO APPLY

If this sounds like you, please submit your cover letter and resume with attention to:
Ola Ruminska, Café Assistant Manager at hr@tcclub.com

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