



Updated: Nov. 11, 2021

Hospitality Supervisor

Reporting to: Manager of Support Services
Hours of work: Full time
Work schedule: Day shift; occasional evenings and weekends with flexibility in scheduling.

Grace Village is a non-profit organization committed to providing quality nursing care for seniors, many of whom have experienced a loss of autonomy. In our Grace Village care pavilion, we strive to provide a rewarding, team-based work environment that maximizes our staff's skills and experience. Grace Village is committed to quality and unparalleled customer service in all aspects of resident-centered care.

Description of the Role

Reporting to the Support Services Manager, the Hospitality Supervisor supports the Food Services team at Grace Village to provide a nutritious and enjoyable dining experience for residents and guests. The Hospitality Supervisor will also contribute to maintaining quality standards in all Support Services teams.

Responsibilities:

Training & Supervision

- Provide training in procedures related to food preparation, service, and quality.
- Provide training in health and safety procedures.
- Provide training in customer service and dining room etiquette.
- Support the scheduling of work shifts.
- Provide employee orientation.
- Track Training Task Lists.
- Coordinate on-going job skills training for food services team.
- Ensure job descriptions are up to date.
- Coach food services staff; develop performance standards and evaluate job performance.
- Distribute monthly and daily duties for kitchen staff.
- Record production, operational, and personnel data on specified forms.
- Participate in on call rotation.
- Additional tasks as assigned.

Quality Management

- Oversee cleaning and disinfection of kitchen, bistro and dining areas.
- Apply Grace Village's quality, service, and cleanliness standards.
- Recommend measures for improving work procedures and performance of tasks to ensure service quality, efficiency and safety.
- Support menu administration.
- Contribute to standardization of vegetarian menu.
- Consider special dietary needs or preferences.
- Coordinate special events and guest reservations.
- Monitor sanitation reports and make recommendations.
- Assist in resolution of complaints regarding food quality and service.



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- Ensure customer satisfaction and the quality of the customer experience, and implement measures aimed at increasing employee accountability.
- Analyze operational issues, such as waste or service delays, and propose solutions.
- Contribute to departmental objectives, policies, and procedures.

Budgeting, Purchasing & Inventory

- Control inventories of food, equipment, tools, and record shortages.
- Maintain the efficient organization of stock rooms, freezers and coolers and ensure proper storage and rotation of all groceries.
- Provide timely and accurate reports.
- Monitor purchases and expenses according to departmental budget.
- Distribute monthly logs (cleaning logs, fridge temps, etc.).
- Menu distribution.
- Orders (completion of order forms, putting away stock, organizing inventory, categorizing needs based on menu, recording stock not delivered).
- Tracking of meal trays, guest meals and employee meals.
- Monitor inventory of plates and cutlery.
- Maintain waste log.

Requirements

Education and Experience

- DEC
- Two years experience in food service or a related hospitality field.
- Training in institutional cooking, hotel management, or related field (an asset)
- MAPAQ certification (an asset)

Knowledge, Skills and Abilities

- Ability to communicate effectively and work in teams.
- Good knowledge of English and working knowledge of French (spoken and written).
- Excellent customer service and listening skills.
- Commitment to quality and attention to detail.
- Training and/or facilitation skills (an asset).
- Demonstrated adaptability, initiative and the ability to problem solve.
- Ability to work under pressure and multi-task.
- Knowledge of sanitation and safe food handling standards.
- Experience in senior living environment (an asset).
- Experience with commercial-type cooking equipment (an asset).

Physical requirements

- Ability to lift or push various tools and equipment (up to 50 lbs.) and stand for extended periods.

Our mission is to provide Excellent, Loving and Compassionate Care to seniors in our community. If you would like to join our team please attach your resume along with a cover letter and submit to Grace Village for consideration to rh@masscom.ca.

We thank all those who apply, however only those selected for an interview will be contacted. Grace Village applies an equal access to employment program.