



Job Title: Service Supervisor

Would you like to join a world-class culinary destination?
Are you enthusiastic about providing excellent hospitality?

If your answer is “YES”, then the Inn at Bay Fortune might be the right fit for you!

Experience the charm and beauty of living in rural Prince Edward Island. Our red sand beaches, close-knit communities, and delicious local food make our Island an ideal destination to call “home”.

The Inn at Bay Fortune is among the top 100 best restaurants in Canada. Under the direction of Chef Michael Smith and Chastity Smith, we offer a five-star inn and dining room seating up to 86 guests at our nightly *FireWorks Feast* from May to October. Our ingredients are sourced from our on-site culinary farm and other local producers. Together with our farm, we create a ten-course, live-fire-cooked, Island-focused experience.

Even more perks to ponder...

- Opportunity to lead the dining room in one of Canada’s top 100 culinary properties.
- Join a close-knit community of like-minded individuals passionate about local food and five-star hospitality.
- Ongoing training, mentorship, and support.
- Access to an annual Education Fund.
- Mid-and end-of-season reviews.

The finer details

- **NOC Code:** 62020
- **Job Location:** Fortune, Prince Edward Island
- **Work Conditions:** 86-seat dining room, outdoor culinary venue
- **Work Term:** Full-time seasonal (May-November)
- **Schedule:** 40-48 hours per week, approximately 3 evening shifts and 2 morning shifts per week, with paid breaks
- **Starting Salary:** \$30.00/hour. Hospitality is included within the wage, as we do not accept tips from guests.
- **Health Benefits:** 50% employer paid: Life Insurance, Health Insurance, Extended Health Insurance, Dental & Vision Care, available after first season of employment.
- **Other Benefits:** 4% vacation pay. Complimentary staff meals every morning and afternoon during your shift hours. Up to \$1,500 per year for approved education and training. Compensation for the purchase of non-slip shoes, which are a requirement of the job, up to \$50.00 every two years.

Responsibilities

Reporting to the Restaurant Manager, you will:

1. Take responsibility for daily reservations, managing the floorplan, and ensuring smooth service flow.
2. Ensure dining room compliance to our Standard Operating Procedures, policies, and five-star service standards.

3. Greet guests upon arrival and communicate dietary requirements to the Kitchen and Service teams.
4. Coordinate allergy plates to ensure they are run to the designated guests.
5. Act and communicate with staff and guests in keeping with the Inn at Bay Fortune's five-star hospitality expectations.
6. Work with the other Service Supervisor to train and coach the Service team.
7. Guide and inspire the team with focus, attention to detail, and a sense of urgency through leading by example.
8. Perform conflict resolution and assist with disciplinary actions within the Front of House where necessary.

Qualifications

Education

- High school diploma or equivalent.
- Responsible Beverage Server certification.
- Standard First Aid and Mental Health First Aid certifications.
- Diploma in Hospitality Management or related field is an asset.
- Leadership training is an asset.

Experience

- Experience working in a fine dining restaurant.
- Previous coaching or teaching experience.
- Experience working at one of Canada's Top 100 Best Restaurants is an asset.
- Experience using Opera's point-of-sale software is an asset.
- Experience using Microsoft Excel is an asset.
- On-the-job training will be provided.

Skills/Success Factors

1. Professional communication and hospitality skills; communicates when in need of assistance.
2. Displays a friendly demeanour and a team player attitude.
3. Comfortable leading a team, including giving direction and demonstrating proper procedure.
4. Adaptable to respond to changes in the weather, service programming, and the guests' needs.
5. Punctual; communicates appropriately with team members if absent or arriving late for a shift.
6. Must be self-motivated and demonstrate an eagerness to learn and to work hard.
7. Strong organizational capabilities, time management skills, and attention to detail.
8. Strong analytical and reporting skills; proficient at using Microsoft Excel and point-of-sale software.
9. Able to stand and walk for extended periods, and carry multiple plates of food.
10. Comfortable working outdoors and in the summer heat.

How to Apply

Please send your resume and cover letter by email to careers@innatbayfortune.com.

Our Recruitment team reviews each application carefully. If we are interested in your application, we will respond to you by phone or email within 10 business days.

Diversity, Equity, Inclusion, and Accommodation

Culinar Productions Limited and the Inns at Bay Fortune and Fortune Bridge are committed to fostering an inclusive workplace where everyone is treated with respect and dignity. We hire the most qualified candidates regardless of race, creed, colour, age, sex, national or ethnic origin, religion, sexual orientation, gender identity or expression, marital status, disability, or other characteristics.

If you require accommodation for any part of this hiring process, please send your confidential request to the email above.

Thank you for considering this opportunity, we'd love to receive your application!