

Job Title: Front of House Supervisor

Are you a restaurant service pro who is ready for a career change?

Would you like to join a world-class culinary destination?

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

Nestled along Fortune River in rural Prince Edward Island, The Inn at Bay Fortune is home to an unparalleled, five-star, farm-to-table culinary experience known as *the FireWorks Feast* every evening from May to October. Our guests flock to our vibrant Inn from all over the world to discover the unique flowers and vegetables produced by our on-site experiential culinary farm, and local PEI flavours prepared over live fire. Guided and motivated by our expert Front of House Manager and Supervisors, our dedicated Service team deploys a perfected service strategy to ensure each guest's experience is world-class. Dining side-by-side at communal tables, sipping and savouring together, the guests depart at the end of the night with unforgettable memories thanks to our generous hospitality.

Even more perks to ponder...

- Spend your down time exploring our beautiful Island. Try sea kayaking, lobster fishing, and experiencing our warm, sandy beaches!
- Join a close-knit community of like-minded individuals passionate about local food and world-class hospitality.
- An unparalleled learning experience, allowing you to grow or diversify your experience working in tourism & hospitality.
- Ongoing training, mentorship, and support.
- Mid-and end-of-season reviews.

The finer details

- **NOC Code:** 62020
- **Job Location:** Fortune, Prince Edward Island
- **Work Conditions:** Busy kitchen environment, banquet-style service, indoor and outdoor culinary venues.
- **Work Term:** Full-time seasonal (June-November 2025)
- **Schedule:** Day and evening shifts, approximately 40-45 hours per week, 4-5 days per week.
- **Starting Salary:** \$30.00 per hour, or based on experience. Hospitality is included within the wage as we do not accept tips from guests.
- **Health Benefits:** 50% employer paid: Life Insurance, Health Insurance, AD&D, Critical Illness, Extended Health Insurance, Dental & Vision Care, available after your first season of employment.
- **Other Benefits:** Two weeks' vacation time. Complimentary staff meals every day during your working hours. Access to our annual Education Fund, up to \$1,500.00 per year for approved training and development programs.

Responsibilities

Reporting to the Front of House Manager, you will:

1. Assist the department manager with onboarding and training new employees for the Front of House department.

2. Assist the department manager with managing the Front of House employees, including giving performance feedback, conducting conflict resolution, team-building activities, processing time-off requests, managing schedules, and conducting disciplinary actions.
3. Manage Standard Operating Procedures and checklists for the Front of House department.
4. Ensure departmental compliance to our Company-wide policies and world-class hospitality standards; lead by example for other team members.
5. Tend to guests' complaints related to their dining experience.
6. Assist with breakfast and dinner service as needed: run plates, prepare and serve beverages, and respond to the guests' dining needs.

Qualifications

Education

- High school diploma or equivalent.
- Up-to-date Responsible Beverage Server certification, if not already achieved, will be provided by the Company.
- Up-to-date Standard First Aid certification, if not already achieved, will be provided by the Company.
- Post-secondary education in hospitality or a related field is an asset.
- Leadership and management training are assets.

Experience

The following qualifications can be separate or combined years of experience:

- 3 years' experience working in the restaurant and hospitality industry.
- 2 years' experience working in the front-of-house of a fine dining restaurant.
- 1 year of experience working in a leadership or supervisory role.
- 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

The ideal Front of House Supervisor...

- Is proficient with email and productivity software such as Microsoft Office and Google.
- Is a critical thinker and does not present a problem without a solution.
- Takes initiative; spearheads issues and projects with a sense of urgency and an open mind.
- Is comfortable delegating tasks, giving directives, training employees, and giving feedback; collaborates and communicates effectively with team members.
- Works well under pressure.
- Maintains confidentiality and embodies our corporate values.
- Is punctual, self-motivated and organized.
- Possesses excellent attention to detail and time management skills.
- Exhibits a strong professional and positive attitude consistent with the standards of a world-class hospitality business.
- Demonstrates flexibility and a willingness to learn and improve.
- Is able to stand and walk for extended periods, and carry multiple plates of food.
- Is comfortable working at outdoor culinary venues.

How to Apply

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



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Fortune, Prince Edward Island C0A 2B0, Canada
+1 (902) 687-3882
<https://innatbayfortune.com/>

Our Recruitment team reviews each application carefully, and we will reach out to you by phone or email if we are interested in your application.

Diversity, Equity, Inclusion, and Accommodation

The Inn at Bay Fortune is 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!