



Job Description

Title

Food & Beverage Supervisor

Reports To

Food and Beverage Manager

Position Summary

This role is responsible for overseeing daily food and beverage operations, ensuring staff provide exceptional guest service while upholding Rabbit Hill's standards of quality, cleanliness, and safety. The Supervisor leads food preparation, cash handling, and customer service activities, while offering training, guidance, and support to team members. The ideal candidate is an effective communicator and motivator who excels in a fast-paced, team-oriented environment.

Key Responsibilities

- Provide friendly, professional, and guest-focused service at all times.
- Supervise, support, and motivate cafeteria staff, including training, task delegation, and coaching.
- Assist in scheduling and monitoring staffing needs to ensure smooth daily operations.
- Oversee food preparation, cash handling, stocking, and cleanliness in all cafeteria areas.
- Ensure compliance with Rabbit Hill's policies, procedures, food safety standards, and health regulations.
- Conduct cash reconciliation and maintain responsibility for floats as required.
- Monitor inventory, restock supplies, and communicate shortages or needs to the Food & Beverage Manager.
- Assist with opening and closing procedures, ensuring facilities are guest ready.
- Support a positive and collaborative team culture, addressing conflicts and encouraging teamwork.

- Model and promote Rabbit Hill's core values—**Accountability, Innovation, Adaptability, Passion, and Community**—through daily work, team collaboration, and guest service.
- Perform other duties as assigned to support food & beverage operations.

Requirements

- Previous leadership or supervisory experience in food service is preferred.
- Strong communication, organizational, and problem-solving skills.
- Experience with food preparation, customer service, and cash handling is an asset.
- Ability to work effectively under pressure in a busy, high-volume environment.
- Reliable, responsible, and highly motivated.
- Must be at least 16 years of age.
- Must be available to work days, evenings, weekends, and holidays. (Exact schedule to be discussed and determined.)
- Must have reliable transportation to and from Rabbit Hill (no public transit available).

Working Conditions

- Primarily working indoors in a dynamic kitchen and cafeteria environment.
- Fast-paced, high-pressure setting, often with loud noise and frequent interruptions.
- Extended periods of standing, walking, and performing manual tasks.
- Frequent reaching, bending, kneeling, twisting, pushing, pulling, and lifting.
- Exposure to varying temperatures (hot cooking equipment, coolers, and outdoor air).
- May occasionally be required to work outdoors in cold conditions.
- Regular use of cleaning chemicals as part of daily responsibilities.
- Working in close proximity to other staff members in a busy team environment.