

Food & Beverage Floor Manager

Join our team at Brentwood Bay Resort.

About us.

Brentwood Bay Resort is a luxury boutique property that is unlike any other hotel or resort in the Greater Victoria area. We believe in doing more than serving delicious meals, providing relaxing spa treatments and welcoming guests to our beautiful oceanfront suites. We believe in providing a truly special guest experience and supporting our team members to discover their unique contribution and empower them to deliver it!

About the job.

This Position is accountable for the daily performance of the front of house team. This includes staff morale, understanding the responsibilities and working conditions. This role is the primary connection between end goal vision and daily reality. This role holds staff accountable for service levels while maintain personal empowerment. This role is a trusted face for our guests and our staff. This role takes ownership of the situation at hand both the positive and the challenging.

About you.

- You genuinely enjoy being around people and your interpersonal skills are celebrated wherever you are
- Highly developed time-management skills and the ability to proficiently prioritize
- Effective, efficient, and professional communication skills
- Resourceful decision-making skills paired with a keen sense for attention to detail
- A willingness to learn and to teach interpersonal and technical skills on the job. You offer what you know to help better the team at what they do by mentoring, coaching and leading by example
- You feel excited about seeing people succeed and will look for opportunities to cultivate the potential in others. It's your pleasure to make sure that team members have the tools to do their job and that they understand the expectations of the company and their role.
- Experience with MS Office and POS; Tok and/or Micros software preferred
- Certification in Serving it Right and/or First Aid or willingness to obtain required
- You've been in the business for at least 4 years at a serving, supervisory or higher level in a full-service restaurant or hotel food & beverage outlet
- Formal wine and/or craft beer training is an asset
- Full availability to work weekdays, weekends, holidays and overnight based on business demand
- Reliable transportation to get to-and-from Brentwood Bay

What we offer.

- A competitive annual salary
- An employee benefits plans that include dental, extended healthcare, travel insurance, life insurance, and accidental death and dismemberment insurance
- **Employee discounts that include:**
 - *50% off at the Brentwood Bay Pub*
 - *50% off at the Arbutus Room*
 - *50% off Spa Treatments at the Brentwood Bay Spa*
 - *FREE paddle sport rentals at the Brentwood Bay Marina*
 - *Friends and Family discounts on hotel rooms*
- Personal and professional development opportunities
- A beautiful location and work setting
- A team that is focused on mindfulness in work and life
- A place you actually want to come to work

How to apply?

Please send your cover letter and resume to Brittany Budd, Human Resources Manager at hr@brentwoodbayresort.com. Let us know what position you are applying for by using "Food & Beverage Floor Manager" as the subject line.