Supervisor

Toptable Group

Job ID
51244

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LOCATION	DATE POSTED	EXPIRY DATE
4222 Village Square Unit 120, Whistler, BC | British Columbia	26-08-2026	22-02-2027

TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD 21/hour	1 year to less than 2 years	No degree, certificate or diploma

Job Details

https://app-elb.pushoperations.com/ats/job-postings/14c256a2-e815-4d3b-abff-78d683f6544b/public?embed=false

Job Description

COMPANY PROFILE:
Provisions is your neighborhood cafe with everything you need throughout the day to dine in or take away.? We open early in the morning with coffee, fresh baked goods, and breakfast sandwiches. Throughout the afternoon and evening, we offer made-to-order sandwiches, slow-roasted rotisserie chicken, seasonal sides, and a selection of beer and wine to toast the day.? Part of Toptable Group, one of Canada leading restaurant groups.?Led by Culinary Director, James Walt.

JOB SUMMARY:

The FOH Supervisor,?in collaboration with the Store Manager, will work closely with the leadership team to drive service each day and inspire team members to work together and hold one another accountable to the brand standards. The Supervisor is responsible for offering warm hospitality to our guests and employees and is expected to have expert level knowledge of all Front of House stations, including Barista, Cashier and Food Running.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
(Other duties may be assigned as required)
Work with a sense of urgency and attention to detail at all times
Effectively communicate with all FOH and BOH team members throughout service
Training and guiding the FOH team to ensure excellence and success in each day
Interact with genuine hospitality when speaking to vendors and guests and cultivate relationships with regulars
Ensure excellent maintenance of the dining room as well as storage areas and shared FOH/BOH spaces in the facility
Get the store ready for daily service, including set-up of all stations; and for breakdown of all stations and deep cleaning at the end of the service
Cashing out and EOD reporting
Understand proper steps of service and consistently executes them with efficiency and grace while maintaining a sense of urgency throughout the service?

Provide guest conflict resolution and following up on any service issues
Demonstrate?expertise on all thing's espresso, including dialing in, pulling a perfect shot consistently, latte art skills, cleaning and shutting down espresso station at the end of the service
Responsible for menu updates in digital systems including daily updates of item counts
Guide guests through relevant allergies/restrictions with awareness of possible and impossible accommodations
Demonstrates deep knowledge of Health Department standards

REQUIRED EXPERIENCE AND QUALIFICATIONS:
1+ years of experience in a high-end cafe and/or service in a restaurant
Food Handlers License an asset
Serving it Right
Problem-solving and delegation skills
Strong verbal and written communication skills, ideally in two or more languages
Able to accommodate a flexible schedule
Able to stand for long periods of time
Able to lift 50 pounds

What you'll get from us:
Hourly rate of $21/hr plus tips*
Ski pass loan program
20% dining discount throughout the Toptable family of restaurants

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