FOOD SERVICE SUPERVISOR

Job ID
51705

AKU Coffee Ltd operating as TIM HORTONS

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LOCATION	DATE POSTED	EXPIRY DATE
714 LAKEVIEW DRIVE, KENORA, ON | Ontario	16-10-2026	14-04-2027

TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD 19.10	1 year to less than 2 years	Secondary (high) school graduation certificate

Job Details

Tim Hortons in Kenora, Ontario is currently looking for a Full-time Supervisor with Previous Customer service Experience with open availability.
The Tim Hortons Supervisor position is operational in nature and involves the supervision of team member activities on shift to ensure that standards around people, product, cleanliness, and Exceptional Guest Experience are fulfilled.

As a qualified candidate, you fulfill on the following criteria:

Secondary(High) School Graduation Certification or Equivalent
Demonstrate a passion and energy for guest service and creating friendly, fast, and exceptional guest experiences
Enjoy working with a successful team in a safe environment
Have a strong work ethic and are committed to your team, ensuring a clean and organized environment that exceed our guests' expectations
Has a presentation level that is consistent with providing an exceptional guest experience
Minimum 1 year Customer service Experience is required and we will provide the necessary training.

Physical Demands:
Walking and standing for long periods of time
Is able to lift and carry up to 20 kg / 45 lbs

As part of our team we offer you:
Comprehensive training
Medical & Dental Benefit Program
Incentive, recognition, & discount programs
Team Tim Hortons Scholarship Program
Advancement opportunities
Free uniforms
Flexible schedules
Community involvement

Start Date: As soon as possible

Number of Positions- 3

Official Language: English

Location:

Two Locations: 714 Lakeview dr, Kenora ,Ontario P9N3P7

1344 Highway 17 East. Kenora , Ontario P9N4B5

Job Types: Full-time, Permanent Position, minimum 30hrs/week

Salary: $19.10 (negotiable based on experience)

How to Apply

Email: akucoffee@outlook.com

Mail: 1344 Highway 17 East, Kenora Ontario P9N4B5

Job Description

The duties and responsibilities include, but are not limited to:

Leads by example and demonstrates the importance of treating every team member and guest with respect
Reacts immediately to issues requiring attention during the shift
Provides ongoing, specific direction to team members
Encourages an exciting and fun work environment while motivating team members to meet goals
Reports to Restaurant Owner, General Manager, Manager and/or Assistant Manager on team member performance (positive or negative)
Assists in ensuring optimal team member coverage at all times and works various positions during busy periods to maintain optimal service levels through demonstrated floor leadership
Leads by example to demonstrate that the guest is top priority and reinforces positive hospitality behaviours with team members
Responds to guest service complaints in a timely manner, resolving problems and turning potentially negative situations into positive situations
Complies with and enforces all Tim Hortons operating standards
Ensures that all product and packaging is properly merchandised and stocked
Responsible for shift cash procedures
Assists the Restaurant Manager in driving sales and transactions during their shift
Completes all required shift documentation (e.g. records waste, mgr. walk thru, pre-rush checklists etc
Ensures health and safety policies are followed during the shift including documentation and reporting of any work related injuries or accidents

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