

# POSITION profile



**Sheraton**<sup>®</sup>  
CAVALIER CALGARY HOTEL

Position **Colors Bistro Supervisor**

Responsibilities	<ul style="list-style-type: none"><li>• Welcome guests in a friendly and polite manner, creating a positive first impression.</li><li>• Ensuring guests are served promptly while checking on quality of service and food.</li><li>• Assist service staff with providing water, coffee, etc. when necessary to ensure service is efficient.</li><li>• Organize staff breaks ensuring timing allows for service to continue efficiently.</li><li>• Complete night deposit for the restaurant.</li><li>• Liaise between kitchen and restaurant staff to ensure smooth operation.</li><li>• Closing restaurant at night, ensuring restaurant is ready for service the next day.</li><li>• Ensure buffet is stocked adequately throughout the shift.</li><li>• Handling guest concerns in a positive manner with a problem solving approach.</li><li>• Assist in verifying hours worked by staff and payroll.</li><li>• Ensuring staff appearance is according to standards, i.e., name tags, uniforms, etc.</li><li>• Review with associates applicable safety rules/procedures and monitor compliance.</li><li>• Performing all duties in a safe manner according to established safe work practices.</li><li>• Reporting any accidents, injuries, near misses and/or hazardous conditions.</li><li>• Other related duties as necessary.</li></ul>
Qualifications	<ul style="list-style-type: none"><li>• Must be minimum 18 years of age for the purpose of serving alcohol.</li><li>• Previous food service experience.</li><li>• General liquor and wine service knowledge and experience.</li><li>• Previous supervisory experience with good leadership &amp; communication skills.</li><li>• Well organized with good cash handling skills.</li><li>• Punctual and reliable.</li></ul>
Hours of work	Days of the week vary according to business levels. Shift vary between 6:00am – 10:00pm; weekends and holidays required.
Reports to	Colors Bistro/ Express Stop Manager