



## F&B Floor Manager

### Job Description

Clovelly is looking for friendly and reliable people to join our team. Successful candidates are best described as personable, organized and reliable self-starters who recognize the value of teamwork and excellent customer service.

The F&B Floor Manager will coordinate all front of house activities related to events and dining at Clovelly. This position will be responsible for creating a positive work environment while maintaining the highest standard of customer service.

### Duties and Responsibilities:

- Develops & maintains positive relationships with guests and staff
- Oversees the service in our restaurant, Member's Lounge and the Gazebo
- Analyze Banquet Event Orders, communicate with customers, managers and employees to ensure that set ups, equipment, supplies, staffing and menus meet/exceed customer's expectations
- Hands on with serving, event set ups and bartending
- Acts as first point of contact with Conveners on the day of the function
- Ensures all audio-visual equipment is set up, checked and ready for use
- Maintains proper operation of Restaurant Manager POS
- Deals with guest concerns or complaints immediately
- Assigns and instructs Servers regarding duties and conducts pre-function briefings
- Conducts daily checks for venue deficiencies - completes repair orders promptly, as needed
- Support Senior Managers with training of new employees; creates a positive work environment
- Maintains budgeted labour, beverage and semi-variable costs
- Assists with month-end inventory and ensure beverage par levels are maintained
- Committed to safety, including adherence to food safety regulations, hygiene and cleanliness
- Controls and safeguards equipment and small wares, in compliance with company policies
- Ensures compliance to relevant legislative requirements
- Other duties as assigned by the Management Team

### Qualifications & Skill Requirements:

- Minimum 2 years' experience in an event serving and restaurant serving capacity
- Minimum 1 year supervisory experience in a similar position
- Degree/Diploma in Hospitality preferred
- Self-motivated team player with demonstrated interpersonal skills required
- Ability to work in a fast paced, multi-tasking, multi-functional team environment required
- Proven ability to lead by example
- Demonstrated superior customer service philosophy required
- Personal alignment with Clovelly's values and culture
- Flexible work schedule including mornings, evenings, weekends and holidays
- **Reliable access to transportation essential.**

Please respond electronically to [lhillier@clovelly.ca](mailto:lhillier@clovelly.ca) or by mail to:  
100 Golf Course Road | PO Box 1045 | St. John's, NL | A1C 5M3