



*The Sutton Place Hotel*

## **JOB DESCRIPTION**

### **RESTAURANT SUPERVISOR – THE SUTTON PLACE HOTEL, TORONTO**

**Takes Direction from:** Restaurant Manager/Assistant Restaurant Manager/Director of Food and Beverage

#### **Duties and Responsibilities:**

1. Plan, organize, direct, control and evaluate the operations of the restaurant, bar and room service.
2. Resolve customer complaints and give feedback on guest letters and comments.
3. To ensure that VIP's are identified in a timely manner and that their requirements are known to all staff.
4. Ensure health and safety regulations are followed. Be aware of all statutory regulations affecting safety and ensure that any safety hazard is rectified.
5. Negotiate arrangements with suppliers for food and other supplies.
6. Negotiate arrangements with clients for catering or use of facilities for receptions.
7. To ensure security in all areas under your control and to ensure that all staff are security conscious and report any strangers to security immediately (prostitution, etc).
8. To ensure that table appointments, including flower arrangements, are impeccable and that tables are set correctly.
9. To ensure that stations have their correct mise-en-place to facilitate fast expedition of orders, particularly during peak periods.
10. To maintain high standards of morale and personal appearance of all staff.
11. To ensure fair and equitable discipline, yet complying with house or company regulations.
12. To ensure effective communication by attending meetings as required and holding staff meetings on a regular basis to impart information.
13. To maintain a high degree of interest in self-development, displaying this by making suggestions for realistic improvements.

#### **Job Requirements:**

1. At least two years experience managing a fine dining restaurant.
2. A post secondary education in Hospitality would be an asset, but not required.
3. Must be able to work AM/PM shifts every weekend and possibly a shift during the week.
4. Smart Serve certification is required.

We thank all applicants for their interest in The Sutton Place Hotel; however only those selected for an interview will be contacted.

Please Mail, Email, Fax your resume (or Apply On\_Line) to:

The Sutton Place Hotel - Toronto  
Attention: Human Resources  
955 Bay Street, Toronto, Ontario M5S 2A2

FAX: 416-324-5629 Email: [careers@suttonplace.com](mailto:careers@suttonplace.com)

The Sutton Place Hotel is committed to Employment Equity within the organization and encourages qualified women, Aboriginal persons, persons with disabilities and visible minority group members to apply.