

Job Title: Wait Staff Supervisor

Department: Food Service

Reports to: Dining Room Manager

Capon Springs and Farms, an all-inclusive family style mountain resort, is seeking a highly motivated, passionate individual to join our team in creating memorable experiences for our guests. The wait staff supervisor plays an essential part in the overall guest experience and is responsible for providing the highest level of service to all guests. The successful candidate will embrace our tradition and culture and demonstrate excellence in hospitality while leading and mentoring other dining room staff.

Capon Springs and Farms proudly offers a rich history, steeped in tradition and a commitment to our guests and co-workers. We invite you to learn more about our culture and company at www.caponsprings.net.

Key Areas of Responsibility:

- Assumes the day-to-day management responsibilities and provides guidance, training, and development of wait staff.
- Demonstrates a commitment to genuine hospitality by providing warm, caring service.
- Assist in preparing and communicating wait staff schedule. Ensures appropriate staff coverage for each meal and is available to address unexpected absences.
- Leads by example and provides direction and guidance to wait staff to ensure an exceptional guest experience.
- Works side by side with staff in preparing the dining room for meals, serving meals to guests, completing post meal duties, and providing an engaging experience for all guests.
- Assures guests needs are met based on requests, dietary needs, preferences, and restrictions.
- Communicates clearly and effectively and in a positive manner to ensure staff is properly informed to provide the required services.
- Seeks ways to improve the guest experience and works with team members to incorporate service enhancements.
- Works with kitchen supervisor to coordinate back of house and front of house activities.
- Monitor and maintain cleanliness, sanitation, and organization of assigned stations and service areas.
- Participates in setting up, serving, and breaking down for special functions.
- Ensures that all guests requests, inquiries, and concerns are responded to promptly.
- Assists in hiring, training, evaluating, counseling, disciplining and motivating co-workers.
- Ensures uniforms and personal appearance are clean and professional.
- Maintains knowledge of guests counts and special dietary requirements.
- Other duties as assigned.

Education:

- High School diploma or equivalent.
- Degree or certification in hospitality is a plus.

Training:

- Must have or be able to obtain WV food safety certification.

Knowledge and Characteristics:

- Strong organization, listening, and communication skills; detail oriented.
- Exceptional interpersonal skills: Outgoing and genuine desire to create a personal connection with guests.
- Strong leadership skills and the ability to work effectively within a team-based environment.
- Must be able to demonstrate basic food preparation and serving knowledge.
- Must possess general knowledge of proper table setting and serving.
- One year of supervisory experience in a food service position. Experience as a server preferred.
- Ability to work a flexible schedule based on department and company needs including weekends, evenings, and holidays, and some longer shifts with extended breaks. Must be able to provide occasional coverage for staff shortages due to illness/vacation.
- Ability to maintain professional, courteous working relationships with co-workers in all departments.

Terms of Employment:

This is a full-time seasonal position from late-April until mid-November with spring cleaning beginning in mid-March. Days will vary but will require weekend and holiday work and possible overtime. Must be able to work non-traditional hours, including longer shifts with extended breaks on occasion and overtime. Must be able to walk, sit, stand, stoop, and lift or carry approximately 25 lbs.

This job description is not intended to and does not create a contract or offer of employment. If hired, employment will be on an at-will basis and can be terminated by either party.