



## Wait Staff Supervisor

Seasonal / Full or Part Time / Day, Evening, Split Shift

Department: Wait Staff

Reports to: Dining Room Manager

Starting Wage: \$684/week (Salary)

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.

### **Key Areas of Responsibility:**

- In the absence of the Dining Room Manager assumes day-to-day responsibilities by providing 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 the 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, inquires, 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.
- Must have or be able to obtain state food safety certification or county food handler’s card.

**Knowledge and Experience:**

- 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 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 maintain a professional, courteous working relationship with co-workers.

**About Us:**

Capon Springs is a seasonal mountain resort in the foothills of Hampshire County, WV. Our season typically runs from early May through mid-November. Co-workers must have flexibility in their work schedule, including weekends, and holidays, and possible overtime during the peak season. Starting pay is based on experience and education. Benefits for seasonal co-workers include free meals during the work shift; co-worker events and activities; discounts on goods and services at the resort; eligibility for AFLAC insurance plans; and 401k with employer match.

*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/careers](http://www.caponsprings.net/careers).*