

HOLLYHOCK

Position: Kitchen Supervisor

Reports to: Meals Manager

Start Date: April/May 2023

Hours and Location: Seasonal, April - October, full time hours on Cortes Island

Wage: \$24 - \$26/hour based on experience

ABOUT US

Hollyhock creates meaningful experiences to inspire personal growth and social transformation. Our vision is to achieve a future where people live in right relations with ourselves, each other, and the natural world; understanding that these are intricately connected. We host over 100 programs each year, immersing our staff in a culture of connection, honesty, trust, and authenticity.

Our oceanfront Cortes Island campus rests in the traditional territories of the Klahoose, Tla'amin, Homalco Nations; and as the current stewards of this land, we are committed to renewing our relationships with these First Nations peoples.

Our campus boasts rustic accommodations, garden to table meals, yoga, bodywork, a world-famous garden, hot tubs, and network of nature trails through towering cedar and douglas fir trees. Hollyhock staff receive discounts on all of our services and meals, and the opportunity to experience a complimentary Hollyhock program.

We believe that a workforce that reflects the diversity of the communities we serve strengthens our ability to achieve our mission. We strongly encourage applicants of all genders, ethnic and cultural backgrounds, sexual orientations, abilities, and with a range of life experiences to apply. Please feel free to state any aspects of your identity that may contribute to diversity in our workforce in your cover letter, so we can prioritize your application.

ABOUT THE ROLE

This position is a leadership role and actively participates in decision making, collaboration, and communication loops with all Supervisors and Managers on our Cortes Campus. The Kitchen Supervisor supports the Kitchen team and Hosting team in providing fresh, seasonal, nourishing food to our guests that is beautifully and consistently presented. Also upholding consistent quality service to ensure guest satisfaction, and managing the safe delivery of allergen free meals. This position is responsible for providing the highest quality and maximum production in all areas of food preparation, the Kitchen Supervisor can step in and perform the duties and functions of a [First Cook](#).

You are a creative, motivating professional who doesn't mind contributing to prep work or delivering food when necessary, but who won't be afraid to delegate. You will glide through a fast-paced environment, with presence and meaningful internal and external connections. You have a genuine enthusiasm towards our guests and have a positive impact on their entire experience at Hollyhock. You will ensure that health and safety standards are followed, that the standards of service are met, and that staff feel their needs are heard and addressed.

KEY RESPONSIBILITIES

- Role model leadership and engagement in Hollyhocks staff culture - Be present, say the thing, express discontent in the circle
 - Provide and engage in Cortes campus leadership collaborative decision making and strategy
 - Enhance direct communication and team culture with all Hollyhock departments
 - Support Meals team to hold them accountable to food safety and allergen safety standards.
 - Support a positive staff experience by encouraging feedback and providing resolution solutions in collaboration with campus leadership
 - Maintain focused, professional, respectful, and constructive communications with the entire kitchen team, the hosting team, fellow Hollyhock employees, guests and facilitators.
 - Engage and uphold accountability for all aspects of guest meal experience standards
 - Create weekly schedules for kitchen staff to ensure there are always enough workers to meet the demand
 - Work closely with the Hosting Supervisor and First cooks to always improve standards and protocols.
 - Work with the first cooks and Meals Manager to create meal plans and menus for three meals a day and up to 160 guests ensuring they are communicated effectively to staff
 - Ensure the daily restricted dietary needs of guests are met.
 - Maintain Hollyhock values to protect the environment and provide healthy food to our guests through concerted efforts to source organic food locally/regionally whenever possible.
 - Maintain inventory levels and conduct full monthly inventory, record and note ingredients and supplies in need of restocking, ensuring the department has all inventory necessary to maintain service.
 - Uphold revenue goals by maximizing bookings and ensuring reservations are obtained
 - Maintain the general amicable ambience of work areas.
 - Maintain highly sanitary and organized work areas.
 - Ensure safety in and around the kitchen environment
 - Ensure equipment is properly maintained
-

QUALIFICATIONS

- Demonstrated ability to lead through the lens of Justice, Equity, Diversity, and Inclusion, to lead a diverse team of varying ages, backgrounds, abilities and experience.
- Ability to work in a fast-paced environment while ensuring high quality standards and professionalism
- Ability to use all kitchen equipment in a safe manner
- Ability to implement Health and Safety standards in all aspects of food preparation and service.
- Superior customer service skills
- Strong computer skills and proficiency in software applications including G-Suite (Gmail, GDrive, Calendar, etc) and Office Suite, and tech platforms such as Zoom, Slack, and Asana
- Excellent written and verbal communication and numeracy skills.
- Strong organizational, administrative and time management skills
- Cash handling experience is an asset
- Occupational First Aid certification an asset
- FoodSafe certificate required
- 3 to 5 years of leadership experience in the restaurant industry
- The successful candidate must be legally able to work in Canada and enjoy living in a remote setting

WORKING CONDITIONS

- This position works in a fast-paced environment
- This position is exposed to continuous deadlines
- This position works in a very public environment where excellence in customer service is required
- This position will require lifting up to 40 lbs, work on your feet for up to an 8-hour shift, and climb stairs
- This position may be called-upon to work outside of normal working hours

SAFETY

- Maintains policies and procedures that ensure the safety and well-being of guests, staff and volunteers
- Maintains excellent food-safety standards during meal preparation and service.
- Awareness of working conditions and locations of all First Aid Kits on site and vigilant of surroundings
- Conducts training for departmental staff on basic safety standards and procedures
- Ensures completion of all incident reports in a timely manner

