

HOLLYHOCK

Position: Hosting Manager

Reports to: Campus Director

Start Date: March 2023

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

Wage: \$27 hour to start

ABOUT THE ROLE

The Hosting Manager plays a crucial role in leading the Hosting team to deliver an exceptional guest experience. This role is involved in active engagement in decision-making, collaboration, and communication with all Supervisors and Managers on the Cortes Campus. Responsibilities encompass maintaining health and safety standards, achieving financial targets, and fostering a positive team culture.

In setting an example for staff culture, the Hosting Manager ensures alignment with Hollyhocks practices of presence, encouraging open expression of thoughts, and addressing concerns within the team. Upholding accountability for recruitment, training, and performance reviews, they oversee a team of up to 10. Collaborating with the Kitchen Manager and Hosting Supervisor, the Hosting Manager continuously strives to enhance standards for both guest and staff experiences. Careful communication with the Kitchen Manager and Guests is integral to ensure accurate and manageable handling of restricted diet bookings for the Kitchen and Hosting Teams.

The Hosting Manager is also responsible for inventory management and ordering of hosting supplies and consumer products in alignment with Hollyhocks mission to support local producers and practice environmentally conscious ordering. Leading their team, the Hosting Manager drives efforts to meet and exceed financial goals.

ABOUT YOU

You are a highly organized and detail-oriented individual who thrives in collaborative team environments. Your strong communication skills, patience, and openness to learning make you adept at connecting with people from diverse backgrounds. You excel in accuracy, task prioritization, and effective time management.

With a proven track record in team leadership, you bring strategic vision to organizational structures. Your ability to create an environment that fosters innovation, continuous learning, and personal development is a testament to your leadership skills.

You are an adept leader with a demonstrated ability to champion Justice, Equity, Diversity, and Inclusion. Your superior customer service skills, proficiency in G-Suite, Office Suite, and tech platforms, and strong organizational abilities make you an ideal candidate. With experience in a fast-paced environment, you excel in creating schedules, guiding staff on aesthetics and conduct,

and upholding revenue goals. Cash handling experience, Occupational First Aid certification, and a Serving it Right certificate are assets you bring to the role.

KEY RESPONSIBILITIES

- Lead and manage the Hosting team, including scheduling, work habits, and cleanliness
 - Guide Hosting staff on aesthetics, conduct, and service
 - Ensure highly sanitary and organized work areas
 - Uphold accountability for guest meal experience standards
 - Create weekly schedules for Hosting staff to meet demand
 - Work closely with the Kitchen Manager and First Cooks to improve standards and protocols
 - Maintain the general amicable ambiance of work areas
 - Uphold revenue goals by maximizing bookings and ensuring reservations are obtained
-

SAFETY

- Maintains policies and procedures that ensure the safety and well-being of guests, staff and volunteers
 - Overseeing health and safety standards and communications regarding food safety and restricted guest diets
 - 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
 - Holds monthly safety meetings with staff, records meeting minutes and ensures prompt follow-up on identified safety issue
-

QUALIFICATIONS

- Demonstrated ability to lead through the lens of Justice, Equity, Diversity, and Inclusion
- Superior customer service skills
- Proficiency in G-Suite, Office Suite, and tech platforms such as Zoom, Slack, and Asana
- Strong organizational, administrative, and time management skills
- Effective conflict management and decision-making skills
- Cash handling experience
- Occupational First Aid certification is an asset
- FoodSafe certificate is an asset
- Serving it Right certificate is required
- 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

APPLY

Please apply using the online form at hollyhock.ca/jobs
You will have an opportunity to upload your resume and cover letter.

This position is open until it is filled. Please get your application in as soon as possible.
Only short-listed candidates will be contacted.

Questions?
email: jodi@hollyhock.ca