

# HOLLYHOCK

**Position:** Hosting Supervisor

**Reports to:** Meals Manager

**Start Date:** April 2025

**Hours and Location:** Seasonal, full time hours on Cortes Island

**Starting Wage:** \$27/hr

## ABOUT US

Community, connection and impact are the foundation of Hollyhock, through each uniquely curated gathering or program. Our vision is a living and loving planet for all, we nurture inspired leadership through collective and immersive experiences, through renewing people's connections to themselves, one another, and the natural world.

At Hollyhock, staff really care about each other. Season after season, staff consistently report that one of the best things about their work is the relationships they build with their colleagues.

We believe that our staff must reflect the diversity of the communities we serve. 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

The Hosting Supervisor is a **team leader**, assisting in managing the hosting team and providing consistent quality service to ensure guest satisfaction. You work closely with the Meals Manager and Kitchen Supervisor to ensure that health and safety standards are followed, that the standards of service are met, and that the needs of Hosting staff and guests are addressed. You provide training, direction, and guidance to new hires and the hosting team in general. You glide through a fast-paced environment, with presence and attentiveness, and you have a genuine enthusiasm towards our guests.

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.

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## KEY RESPONSIBILITIES

- Uphold accountability for all aspects of guest meal experience standards
  - Work closely with Meals Manager to update and improve dining standards and protocols
  - Uphold revenue goals by maximizing bookings and reservations
  - Create and update the bi-weekly hosting shift schedule
  - Set daily task lists for the hosting team
  - Support and assist in the training of new hosting staff
  - Support communications with guest service staff regarding guest needs
  - Ensure the daily restricted dietary needs of guests are met.
  - Guide daily Hosting staff on aesthetics, conduct, & service, at all times.
  - Record and note ingredients and supplies in need of restocking, ensuring the department has all inventory necessary to maintain service.
  - Maintain highly sanitary and organized work areas.
  - Dress in a safe, clean, and professional manner at all times. Must wear closed-toed non-skid shoes, long pants, t-shirts, or long sleeved shirts (no sleeveless shirts) and no hand or wrist jewelry. Fingernails must be kept short and clean, and hair must be worn up.
  - Maintain focused, professional, respectful, and constructive communications with the entire kitchen team, the Meals Manager, fellow Hollyhock employees, guests and facilitators.
  - Provide Cortes campus leadership support especially when other Managers are unavailable, such as in the evenings.
  - Support a positive guest experience by encouraging feedback and providing input on potential resolutions in collaboration with campus leadership
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## QUALIFICATIONS

- 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 and Serving it Right certificates required
- 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

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- 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

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## WORKING CONDITIONS

- This position works in a fast-paced environment
- 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

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## SAFETY

- Maintains policies and procedures that ensure the safety and well-being of guests, staff and volunteers
- Maintains excellent food-safety standards during meal 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

## APPLY

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

Or

Directly email Jodi your cover letter and resume at:

[jodi@hollyhock.ca](mailto:jodi@hollyhock.ca)

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