

Front of House (FOH) Supervisor

Loch March Golf Club

Location: Ottawa, Ontario, Canada

Department: Food & Beverage

Reports To: Food & Beverage Manager

Classification: Full Time

Salary: \$18.00 to \$21.00 per hour, plus gratuities

Summary: We are seeking an enthusiastic and experienced Front of House (FOH) Supervisor to join our team at Loch March Golf Club. This role is crucial in ensuring a smooth and exceptional hospitality experience for our members and guests. The FOH Supervisor will oversee daily operations in the clubhouse restaurant, bar, and event spaces, ensuring high standards of service, cleanliness, and customer satisfaction.

Primary Responsibilities:

Customer Service & Hospitality:

- Provide a welcoming and professional atmosphere for members and guests.
- Ensure excellent customer service is consistently delivered by the FOH team.
- Handle customer inquiries, complaints, and special requests efficiently and professionally.
- Uphold the club's standards and ethos in all interactions.
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Operations & Team Management:

- Supervise the FOH team, including waitstaff and bartenders, ensuring efficient daily operations.
- Lead by example and assist in training and mentoring team members.
- Oversee shift scheduling, staff rotas, and task delegation.
- Ensure all FOH areas are set up and maintained to a high standard.
- Support stock control and ordering for bar and restaurant supplies.

Events & Functions:

- Assist in the planning and execution of club events, tournaments, and private functions.
- Ensure seamless service for functions, working closely with the kitchen and events team.

- Coordinate with other departments to ensure smooth operations during peak times.

Compliance & Health & Safety:

- Ensure all FOH staff comply with food hygiene, health and safety, and licensing regulations.
- Maintain cleanliness and organization in all FOH areas.
- Conduct regular checks on equipment, furniture, and facilities, reporting any maintenance issues.

Qualifications:

- Previous experience in a supervisory role within hospitality, restaurant, or club environments.
- Strong leadership and team management skills.
- Excellent communication and customer service abilities.
- Knowledge of food and beverage service, including bar operations.
- Ability to work under pressure in a fast-paced environment.
- Basic knowledge of POS systems and cash handling.
- A personal license (preferred but not essential).
- Flexible to work evenings, weekends, and public holidays as required.

Benefits:

- Competitive salary.
- Complimentary or discounted golf privileges.
- Training and career development opportunities.
- Friendly and professional working environment.

to Apply:

Please submit your resume & cover letter to Christian Nadon at greatday@lochmarch.com. Please write "Loch March Golf Club - Food & Beverage Supervisor" in the Subject line.

Job Posting

Loch March Golf Club is looking for an outgoing and responsible individual that would like to be part of a Food & Beverage team in a fast paced environment. Working with the team will prove to be both enjoyable and rewarding.

Loch March Golf Club is part of the GolfNorth Properties family of courses offering competitive wage packages, an incredible work environment, and career advancement opportunities.