

## **Play Estate Winery: Lead Server**

Play Estate Winery is focused on producing exceptional small-lot wines and delivering outstanding guest experiences. We farm 14 acres and operate a boutique winery & restaurant. Our restaurant is under the guidance of a new Managing Director who has experience in fine dining and hospitality.

The Lead Server is a key part of our small but dedicated team. You manage the front of house team at our on-site restaurant, ensuring the team delivers exceptional guest experiences while working closely with the Wine Shop Supervisor to maximize efficiencies. You excel at creating a welcoming environment for guests and staff, are eager to lead a team toward success, and enjoy collaborating with an active management team. Where some see challenges, you find opportunities.

**Reports to:** Managing Director

**Directly Supervises:** Front of House (hospitality)

### **Key Duties & Responsibilities**

- Under the guidance of the Managing Director: deliver exceptional guest experiences
- Coordinate daily front of house operations including managing bookings/reservations, assist with scheduling staff, train and develop front of house team, manage service-related inventory and supplies
- Maintain a cooperative relationship with team members, optimizing staff productivity and maintaining operating standards
- Implement and uphold hygiene policies in accordance with provincial and federal health standards including Covid-19 protocols
- Cleanliness, upkeep, and food handling safety
- Review staffing levels to meet service, operational, and financial objectives
- Perform administrative tasks
- Foster long-term relationships to increase customer loyalty and build community
- Develop a culture of exceptional hospitality through coaching and mentoring staff

### **Qualifications**

- 4+ years hospitality experience
- A strong record of delivering exceptional guest experiences
- FoodSafe is required
- Wine knowledge is required, WSET certification is an asset
- First Aid certification is an asset
- Ability to lift 35lbs
- TouchBistro or other POS experience required
- Knowledge of MS Office required
- Strong organizational, time management, and communication skills
- Supervisory or management experience in hospitality is required

As lead server your schedule will include weekends, evenings, and holidays. We offer a competitive salary with bonus, product allocation, staff discount, and a fun workplace culture. This is a full-time contract position to November 2021 with possibility of extension.

Please submit all resumes by email to Jeannette LeBlanc at [jleblanc@playwinery.com](mailto:jleblanc@playwinery.com). Deadline to apply is March 31, 2021. No phone calls, please.