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Food Service Supervisor

Posted by: Gongcha New Westminster

Posting date: 27-Jun-2024 **Closing date:** 24-Dec-2024

Education: Secondary School

Language: English

Job location: New Westminster

Salary: \$20 Per Hour

Years of Experience: 1 year

Vacancy: 1

Job Type: Full Time

Job id: DISJ5503799

Job description:

Company & Job Description

“Gong cha” means to offer the best tea to the emperor from all of one’s possessions. It is a tribute and represents the highest quality which we are committed to delivering to our customers. In 2009, Gong cha opened its first overseas outlet in Hong Kong and then continued expanding to Singapore and Korea. What started as a small dream in Taiwan has blossomed into a beloved and global tea company in 23 countries around the world.

Gong cha has led the way for modern tea shop culture to prosper and is dedicated to producing an enlightening experience that can satisfy the five senses. Whether you sit in our store in Taiwan, Korea, or the US, you will be embraced and honoured. Our mission is to inspire the human spirit and create happiness.

Gong cha operates more than 2100 stores worldwide that delight customers with refreshing tea-infused drinks and bring joy to people’s lives.

We are looking for a diligent and experienced Food Service Supervisor to oversee the daily operations of our bubble tea store. The successful candidate will be responsible for supervising staff, ensuring customer satisfaction, and maintaining the highest standards of beverage preparation and quality. This role is critical in creating a welcoming environment where customers can enjoy a consistent and delightful bubble tea experience.

As a Food Service Supervisor, you will play a key role in managing the store's workflow, from opening to closing. You will ensure that all team members are working efficiently and effectively while upholding Gong cha's commitment to quality and customer service. Your leadership will be essential in fostering a positive team atmosphere and driving continuous improvement in all aspects of store operations.

Key Responsibilities

- Supervise and coordinate the activities of staff in the preparation and serving of bubble tea beverages. Delegate tasks effectively to ensure smooth operations and maintain service quality.
- Ensure that all customers receive exceptional service, addressing any complaints or concerns promptly and professionally.
- Prepare and maintain accurate records, including sales reports, inventory logs, and staff schedules.
- Assist in the development and implementation of marketing strategies to increase sales and attract new customers.
- Monitor and manage staff schedules to ensure adequate coverage during peak times.
- Maintain a welcoming and clean store atmosphere to enhance the customer experience.
- Develop and implement customer service strategies to increase customer satisfaction and loyalty.
- Ensure that all beverages are prepared and served according to Gong cha's quality standards and recipes. Conduct regular quality checks on ingredients and finished products to ensure consistency and freshness.
- Train staff on proper beverage preparation techniques and hygiene practices.
- Manage inventory levels, order supplies, and ensure proper storage and rotation of products. Perform regular inventory audits and maintain accurate records to minimize waste and reduce costs.
- Ensure compliance with health and safety regulations, maintaining a clean and safe work environment. Conduct regular safety inspections and implement corrective actions as needed.
- Train staff on health and safety protocols, including food handling and sanitation practices.

Qualifications & Skills

- Completion of secondary school is required.
- One year of experience in food preparation or service is required.
- Prior supervisory experience in a fast-paced food and beverage environment is highly desirable.
- Strong leadership and communication skills.
- Ability to work in a fast-paced environment and handle stressful situations.
- Excellent organizational and multitasking abilities.
- Knowledge of beverage preparation and hygiene practices.
- Computer / social media skills desirable (Instagram / Facebook, Excel, and Word)
- Flexibility to work various shifts, including weekends and holidays.

Job Location

Unit #103-900 Carnarvon Street,
New Westminster, BC
Canada V3M-0K4

Terms of Employment

Terms of contract: 2-year Full-time

Wage & Benefits

\$20.00 per hour, 40 hours per week

Vacation & Paid Time Off

Employee discounts on food, beverages, and merchandise

An opportunity to learn, grow and gain experience in all aspects of global brand business with more

than 2100 locations: Operations, HR, Finance, Marketing & IT

How to Apply

If you think you may be a great fit with our team, please send your resume by email to gongchanwbc@outlook.com with the subject of "Food Service Supervisor."