Food Service Supervisor

The Old Spaghetti Factory (Whistler) LTD.

Job ID
52075

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LOCATION	DATE POSTED	EXPIRY DATE
4154 Village Green, Whistler, BC | British Columbia	21-11-2026	20-05-2027

TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD $26.00	2 years to less than 3 years	Secondary (high) school graduation certificate

Job Details

Business Legal Name: The Old Spaghetti Factory (Whistler) LTD.

Title: Food Service Supervisor

Number of Available Positions: 2

Terms of Employment: Permanent, Full-time (30-40 h/w)

Wage: $26.00 per hour (Gratuities are calculated by Server sales and distributed based on hours worked)

Work Location: Whistler, BC

Company Profile:

The Old Spaghetti Factory Canada is a 100 percent Canadian-owned and operated national chain of 15 restaurants. We are ranked as one of the Top 100 food service companies in Canada, Top 50 Western Franchises in Western Canada, and have been recognized in the past as one of the Top 25 companies to work for in British Columbia.

Position Overview:

We are looking for experienced and motivated Food Service Supervisors to join our team at our Whistler location. The ideal candidate will have a solid background in the food service industry, strong leadership and communication skills, and a commitment to providing excellent customer service. We are seeking dependable, organized, and team-oriented individuals who can thrive in a fast-paced restaurant environment while maintaining high standards of service, quality, and professionalism.

Job Description

Key Duties and Responsibilities:

• Oversee daily food preparation and service activities, ensuring kitchen and service staff complete their assigned tasks efficiently and according to restaurant standards.

• Coordinate employee responsibilities, organize shifts, and adjust work assignments based on operational needs and customer demand.

• Monitor ingredient usage, estimate food and supply requirements, and arrange timely orders to maintain adequate stock for daily operations.

• Review customer orders and prepare food order summaries for kitchen staff, including special requests and dietary restrictions, to ensure accurate meal preparation.

• Develop and maintain employee work schedules and establish procedures to support efficient food preparation and service operations.
• Track inventory levels, food wastage, equipment maintenance and repair needs, and daily sales activities, maintaining accurate operational records.
• Train and guide employees in food preparation procedures, customer service standards, safe food handling, sanitation practices, and workplace safety requirements.
• Inspect the preparation, portioning, plating, and assembly of meals to ensure customer orders are accurate and meet established quality standards.
• Monitor food quality, presentation, and service consistency, addressing concerns and implementing corrective measures when necessary.
• Ensure employees maintain clean and sanitary work areas and comply with established food safety, hygiene, and workplace health and safety procedures.
• Participate in the recruitment, selection, and onboarding of new food service employees and provide feedback on staff performance, as required.
• Assist restaurant management in reviewing operational procedures, implementing service improvements, and supporting the development of departmental policies and budgets.
• Support menu planning and assist in evaluating food and labour costs to maintain service quality and operational efficiency.

Position Requirements:
• Completion of secondary school..
• Completion of a college diploma or other post-secondary program in food service administration, hotel and restaurant management, hospitality management, or a related field.
• At least two years of experience in food preparation or food service.
• Minimum one year of previous experience supervising or coordinating employees in a restaurant or food service environment.
• Strong knowledge of food preparation procedures, food service operations, and customer service standards.
• Knowledge of food safety practices, sanitation procedures, and applicable health and safety regulations.
• Ability to supervise, coordinate, and schedule food preparation and service staff.
• Experience monitoring food inventory, estimating supply requirements, and maintaining operational records.
• Ability to train and guide employees in job duties, food handling procedures, and workplace safety practices.
• Ability to maintain food quality, portion control, and service standards in a restaurant environment.
• Strong organizational, communication, leadership, and problem-solving skills.
• Ability to work efficiently in a fast-paced restaurant environment and manage multiple priorities.
• Availability to work flexible shifts, including mornings, evenings, weekends, and holidays, as required.

Personal skills and suitability:
• Strong leadership and supervisory skills
• Effective communication skills
• Teamwork and collaboration
• Customer service orientation
• Strong organizational skills
• Time management
• Attention to detail
• Problem-solving abilities

• Sound judgment and decision-making
• Ability to multitask
• Ability to work under pressure
• Conflict resolution skills
• Adaptability and flexibility
• Ability to work independently
• Ability to meet deadlines
• Reliability and professionalism

Contact information/how to apply:
Email resume to: osfwhistlerjobs@outlook.com
As an equal opportunity employer, we encourage applications from all qualified individuals and specifically applicants from traditionally underrepresented groups – including Indigenous persons, vulnerable youth, newcomers, and persons with disabilities – who may contribute to the continued diversification of our organization.

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