



MUIR
HALIFAX
In-Room Dining Supervisor

Job Description

Located in the absolute centre of downtown in the vibrant Halifax Waterfront, in the heart of the new Queen's Marque district, Muir offers elevated hospitality inspired by the spirit, culture and natural beauty of Nova Scotia. In each of our departments, our team shares a common goal – providing an exceptional customer experience in a clean, comfortable environment. If you are passionate about a career in hospitality and want to join a team that shares this common goal, the Muir is presently seeking a **In-Room Dining Supervisor**.

Employee Benefits:

- Access to our employee development/education reimbursement program.
- Company scholarship program for employees and family members.
- Access to our gym and fitness facilities.
- Uniform dry cleaning.
- Comprehensive Extended, Health, and Dental benefits.
- Opportunity to Participate in the Employer sponsored retirement savings program.
- Access to Marriott employee travel benefits.
- Employee centric back of house experience.

Shifts: Vary in their start and end time and can change due to the needs of our guests. A mixture of days, evenings, holidays and weekend shifts.

What you will be doing:

Reporting to the In-Room & Private Dining Manager & Assistant Manager, the In-Room Dining Supervisor is responsible for supporting the leadership and coaching of the In-Room Dining Team with a high degree of Guest satisfaction and return by ensuring consistent, exceptional guest service levels at all times. The In-Room Dining Supervisor will;

- Oversee the day-to-day of the Room Service Department operations in the absence of Manager or Assistant Manager
- Serve food and alcoholic beverages to guest rooms and suits following service standards
- Assist in taking order through the phone and in-person as needed

- Speak with others using clear and professional language, and answer telephones using appropriate etiquette
- Complete closing duties, including restocking items and cleaning as needed
- Foster and promote a cooperative working environment, maximizing productivity and employee morale
- Provide exemplary leadership in the area of customer service and customer interaction
- Inspect grooming and attire of staff and ensure that it is impeccable; rectify any deficiencies
- Train employees on the Hotel's products & services to fully serve guests
- Applicants should contribute to our environment with a positive and friendly attitude and be able to communicate with team members to ensure the highest level of personalized service.

Your experience and skills include:

- Diploma or certificate in Hotel/Restaurant Management or the equivalent an asset
- 2-3 years guest service-related experience in hotels preferred
- Experience working in a luxury environment considered an asset
- Working knowledge of office software, point-of-sale, and phone systems
- Excellent verbal and written communication skills – English a must; a second applicable language an asset
- Excellent people skills and the ability to interact with all guests and owners, internal and external, effectively with tact and diplomacy
- True desire to satisfy the needs of others in a fast-paced environment
- Strong follow through skills
- Positive and can-do attitude
- Problem solving skills
- Effective complaint handling
- Physically able to stand for an entire shift

Your Team and working environment:

- Fast-paced new build luxury hotel
- Located in the heart of the vibrant Halifax waterfront, minutes away from the Dartmouth ferry terminal
- A team of like-minded hospitality professionals that share a passion for service
- Back of house experience that puts employees first

Our commitment to Diversity & Inclusion: We are an inclusive company, and our ambition is to attract, recruit, and promote diverse talent.