

Food & Beverage Service Operations Supervisor

Sodexo Live! (VCC)

Job ID

39264

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LOCATION	DATE POSTED	EXPIRY DATE	
1055 Canada Place, Vancouver, BC British Columbia	02-03-2026	19-02-2027	
TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD From \$28.90 per hour	2 years to less than 3 years	Secondary (high) school graduation certificate

Job Details

At Sodexo Live!, we take pride in crafting exceptional events at the most prestigious venues on the planet and creating lasting memories for fans, visitors, guests and team members. Working with Sodexo Live! is more than a job; it's a chance to be part of something greater. Here, you'll build a career where 'everyday' is anything but normal. Our experiences are unique, and so are our people. Bring your personality, your background and your desire to delight others. In return, we'll give you all you need to thrive. After giving it all, you'll return home knowing that you've played your part in creating a truly unforgettable moment. '2022 Forbes Best Employer for Diversity'

Location: We are seeking an experienced full-time Supervisor, Food & Beverage Service Operations for our Vancouver Convention Centre operation.

Compensation from: \$28.90 per hour.

Job Description

Principal Function:

The Supervisor directs Banquet Servers and Bartenders in ensuring a pleasant experience for Sodexo Live! guests who attend catered functions and other organized group affairs involving food and beverage service.

Take a leadership role in overseeing and training the service team for as few as ten or as many as hundreds of guests. Style of service may range from casual to formal, involving passed cocktails and hors d'oeuvres, buffets, or highly coordinated, multi-course meals in which each guest is served at the same time.

The Supervisor will actively participate in the preparation, set-up, service, break-down and cleanup of catered functions. Their highest priorities will be to support overall profitability and guest satisfaction by ensuring that the team provides exceptional customer service while maintaining Sodexo Live!'s standards for safety, cleanliness, and sanitation.

Essential Responsibilities:

Contribute to the efficient operation of the business unit by assisting, monitoring, and ensuring that tasks are completed by Banquet employees in an effective and efficient manner.

Support F&B Operations by assisting in executing catered events and functions in accordance with Sodexo Live! standards, guest expectations and specifications as per orders and catering contracts. Be the primary point of contact for clients throughout the events.

Ensure compliance with Provincial and local regulations and company policy, including responsible alcohol service, cash handling, food and employee safety.

Contribute to goal of 100% customer satisfaction through personal commitment to teamwork and service.

Qualifications/Skills:

Must be 19 years or older to serve alcohol.

A minimum of 2 years of previous Food and Beverage Supervisory/Management experience preferably in a large-scale hotel or high-quality convention centre.

Must have Provincial Certification for Responsible Alcohol Service.

Excellent ability to communicate effectively both verbally and in writing, with strong English fluency.

Strong team orientation and ability to work with a variety of departments to accomplish assigned tasks.

Keen ability to connect easily with customers, clients and employees.

Proven ability to work effectively with all levels of employees and management; Ability to promote and participate in team environment concepts.

Must possess a strong knowledge of food and beverage.

Must have unwavering and exceptional service delivery standards.

Self-starter who can work independently and multi-task on projects simultaneously.

Initiative in identifying and resolving problems timely and effectively.

Technology aptitude for working with POS and digital systems.

Proficient computer skills in Microsoft programs and Banquet Event Order Software.

Scheduling flexibility to meet operational needs.

Other Requirements:

Able to work effectively and safely while subject to wet floors, temperature extremes and excessive noise; must be able to lift up to 50 pounds in weight; must be able to maneuver in an often tightly quartered environment.

Hours may be extended or irregular to include nights, weekends and holidays.

To Apply for This Position:

If you believe you have the skills, experience and service excellence focus we are looking for, please submit your resume and cover letter to hrlive@vancouverconventioncentre.com with 'Supervisor, Food & Beverage Service Operations' in the email subject line. Thank you for expressing interest in employment with Sodexo Live!, however, only those candidates considered for this position will be contacted.

Sodexo Live! is an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, colour, ancestry, place of origin, political belief, religion, marital status, family status, disability, sex, sexual orientation, gender identity or expression, age or any other applicable Provincially protected status.