Food Service Supervisor - Dairy Queen

Dairy Queen in Cold Lake is looking for an experienced **Full-Time Food Service Supervisor** to support the day-to-day operation of the restaurant. The successful candidate will supervise and support team members, help ensure quality customer service and food preparation, and assist with maintaining a safe, clean, and efficient restaurant environment.

Wage/Salary: $17.00 per hour
Hours of Work: Full Time
Work Location: On Site, Cold Lake

Main Duties:

- Supervise and coordinate the activities of restaurant and food service employees during assigned shifts.
- Assign duties and ensure appropriate staffing and coverage of the front counter, drive-thru, kitchen, and food preparation areas.
- Train, coach, and support employees in food preparation, customer service, food safety, and restaurant procedures.
- Ensure food and beverages are prepared according to Dairy Queen standards, recipes, portion sizes, and quality requirements.
- Monitor food safety, sanitation, hygiene, and workplace health and safety procedures.
- Monitor inventory and ensure adequate supplies of food, packaging, and other restaurant products.
- Assist with opening and closing procedures and ensure required checklists are completed.
- Monitor employee performance and provide guidance to ensure company standards and policies are followed.
- Handle customer questions and complaints professionally and escalate concerns to management when necessary.
- Assist the Restaurant Manager with daily operations, inventory, scheduling, training, and other operational responsibilities.
- Ensure the restaurant maintains a clean, safe, organized, and customer-friendly environment.
- Support the team during busy periods and ensure orders are prepared accurately and efficiently.

Required Skills:

- Strong leadership, communication, and customer service skills
- Ability to supervise, train, and support employees
- Strong organizational and problem-solving skills
- Ability to remain calm and professional in a fast-paced environment
- Ability to prioritize tasks and make decisions during busy periods
- Strong attention to detail
- Ability to work independently and as part of a team

- Reliable and dependable work ethic
- Knowledge of food safety and restaurant procedures

Experience Required:

- Minimum 2 years of experience as a Food Service Supervisor or in a similar supervisory role within a restaurant or food service environment

How to Apply: Interested candidates are invited to apply by email: Dairy Queen Cold Lake Dairyqueencoldlake@gmail.com. Please include the position you are applying for and your resume.