

The Butchart Gardens is looking for an individual to fill the following position

Position: Assistant Manager - The Dining Room Restaurant

Department: Food Services

The Dining Room Assistant Manager will be actively involved with:

- Lead Dining Room front of house operations for our 180-seat fine dining facility including some special events and off-site catering
- Ensuring all operations run efficiently, consistently and effectively, ensuring exceptional quality service
- Actively involved with maintaining labour, cost of goods, and operating expense targets
- Providing guidance, resources and information to the supervisors and staff of The Dining Room Restaurant
- Coaching, leading and supporting each individual
- Ensuring a safe workplace
- Upholding high personal standards and maintaining The Butchart Gardens standards

The successful candidate will report to The Dining Room Manager and Senior Service Manager and will be required to:

- Ensure each team member is given clear performance expectations, adequate training and coaching
- Communicate effectively with all team members, providing all information and tools needed to perform to the expected standard
- Assist in resolving conflicts, concerns and visitor complaints appropriately in a professional and timely manner
- Ensure all staff start-ups, terminations, payroll information and exception reports are completed properly and submitted in a timely fashion
- Work in unison with Food Services Managers and Chefs in developing, implementing and communicating all aspects of the Dining Room
- Assist in all areas of service including wine service, group organization, hosting and MOD duties
- Maintain clear standards of service excellence
- Ensure all tools, equipment and small wares required for expedition of service are well maintained/cleaned and at appropriate levels
- Assist in training each team member in proper safety policies, TBG policies, evacuation procedures, HACCP and WHMIS
- Ensure all related areas are maintaining proper cleaning schedules

The successful candidate will possess the following qualifications:

- Minimum 3 years of management experience in fine dining restaurants
- Wine knowledge (ISG or WSET level 1 or equivalent) with an emphasis on B.C. wine
- Spirits and cocktail knowledge
- Serving it Right and FOODSAFE Certificates
- Excellent attention to detail
- Strong communications, coaching and mentoring skills
- Very strong organizational skills and ability to work well under pressure
- Ability to be a team player and encourage team commitment
- Excellent financial management skills

This is a full-time, year-round position with a 6-month probationary period. Shift work and weekend work are required. Remuneration will be commensurate with the level of experience and the qualifications of the candidate. Starting from \$35.70/hour along with a benefits package, 3 weeks' vacation (*plus an additional 2 weeks paid staff holiday during The Gardens closure each year*), and matching RRSP, following the 6-month probationary period.

Applications will be accepted until April 19, 2026. Please submit a cover letter and resume to the Human Resources Department, The Butchart Gardens, 800 Benvenuto Ave, Victoria BC V8M 1J8, email: hr@butchartgardens.com

We sincerely thank all those who apply, however, only those short-listed will be contacted.