Reservations Manager

Job ID
10934

Aquilini Restaurants Limited Partnership o/a Bar Oso

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LOCATION	DATE POSTED	EXPIRY DATE
4222 Village Square #150, Whistler, British Columbia, BC| British Columbia	01-10-2026	30-03-2027

TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD $27.69 - 29.00 CAD / Hour	3 years to less than 5 years	College/CEGEP

Job Details

Employer: Aquilini Restaurants Limited Partnership o/a Bar Oso
Position: Reservations Manager
Terms of Employment: Hourly, ongoing
Existing Vacancies: 1
Location of Work: Whistler, British Columbia
Business Address: 4222 Village Square #150, Whistler, British Columbia V0N 1B4
Benefits package offered: Access to dental and extended health benefits
Wage: $27.69 – 29.00 per hour, depending on experience
Hours of Work: Minimum of 30 Hours a week
Language: English
Contact: Interested, qualified candidates should apply directly online at: https://app-elb.pushoperations.com/ats/job-postings/dfe6e14c-797f-4e0f-b5c7-098288e16e35/public This position will remain open until filled.

“Oso” meaning “bear” in Spanish, an homage to Whistler’s wildlife – is open daily and offers a profusion of Spanish-influenced small plates, tapas, and house-made charcuterie. The long, convivial bar is the ultimate place to meet for hand-crafted cocktails and inspired wines.

JOB SUMMARY:

The Reservations Manager leads the reservations and front desk operation, setting the tone for the guest experience from the initial point of contact through arrival and seating. The incumbent is responsible for leading, coaching, and developing the front desk team while ensuring that reservations, guest communications, seating, and guest preferences are managed to the highest standards. Working closely with the Restaurant Director, Executive Chef, and service leadership, the Reservations Manager ensures effective coordination across departments, optimizes the guest experience and supports the restaurant’s operational and business objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (other duties may be assigned as required)
• Leading and overseeing the daily operations of the reservations and front desk functions, ensuring consistent standards of hospitality and service.

• Leading, coaching, developing, and motivating the front desk team, establishing clear expectations and maintaining high standards of performance.
• Setting the work schedules and monitoring the front desk team’s performance.
• Overseeing reservations, incoming inquiries, guest communications, special requests, guest preferences, and VIP recognition.
• Negotiating arrangements with clients for catering or the use of the restaurant for private events.
• Managing and optimizing the reservations platform to maximize reservations, table utilization, guest information, and overall operational efficiency.
• Ensuring that the team is organized and effectively manages guest flow, seating, waitlists, and table availability and implementing operational procedures.
• Working collaboratively with the restaurant leadership and service teams to optimize the guest experience and support smooth daily operations.
• Building and maintaining strong guest relationships, ensuring that individual preferences and important guest information are accurately captured and communicated.
• Leading the resolution of guest concerns and service issues, exercising sound judgment and finding appropriate solutions.
• Overseeing the onboarding, training, and ongoing development of front desk team members.
• Providing regular communication, coaching, and feedback to ensure team alignment and continuous improvement.
• Ensuring that all guest and operational information is accurate, current, and effectively communicated to the appropriate teams.
• Maintaining a professional, welcoming, and highly organized front desk environment consistent with restaurant standards.
• Maintaining strong knowledge of the restaurant, food and beverage offerings, local area, and relevant guest resources.
• Participating in departmental meetings, leadership discussions, and training initiatives.
• Working flexible hours, including evenings, weekends, and holidays, as required by the business.
• Initiating and leading special projects and initiatives as directed by the Restaurant Director and/or Executive Chef.

REQUIRED EXPERIENCE AND QUALIFICATIONS:
• Completion of college or other program related to hospitality, or food and beverage service management or equivalent experience is required.
• Minimum 3 years of relevant hospitality experience, preferably in a fine dining or comparable environment.
• Previous leadership or supervisory experience in a restaurant, reservations, guest services, or front-of-house environment.
• Demonstrated ability to lead, coach, develop, and motivate a team.
• Strong organizational skills with the ability to manage multiple priorities in a fast-paced environment.
• Strong understanding of reservations management, guest relations, and front-of-house operations.
• Advanced knowledge of and ability to operate, manage, and optimize OpenTable Guest Centre.
• Strong verbal and written English communication skills; fluency in a second language is an asset.
• Strong interpersonal skills, professional presence, and a genuine passion for hospitality.
• Strong understanding of and passion for food and wine.
• Excellent judgment, problem-solving, and decision-making skills.
• Proficiency with Microsoft Office and Google Workspace.
• Working knowledge of food and beverage POS systems.
• Ability to build effective working relationships across all levels of the restaurant.
• Professional, positive, and solutions-oriented approach to leadership and guest service.

• Ability to work harmoniously and professionally with all coworkers.
• Ability to stand and remain active for the duration of a shift.

AI Disclosure: We may use artificial intelligence tools to assist with scheduling interviews and managing screening times. We do not use AI to evaluate applicants or make decisions during the interview process. All candidate assessments and hiring decisions are made by our recruitment and leadership teams.

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