



POSITION DESCRIPTION

Position Title: Manager, Food and Beverage Operations
Department: Food and Beverage
Employment Type: Full-time

POSITION SUMMARY

Reporting to the Director, Food and Beverage Operations, the Manager, Food and Beverage Operations leads food and beverage service for both MacEwan Conference and Event Centre and The Den. The Manager, Food and Beverage Operations is responsible for financial targets and performance, service standards, management of staffing, security, and safety. Direct reports include supervisors in the food and beverage department and hourly food and beverage staff.

This position regularly interacts with guests to gauge service levels, responds to, and resolves complaints or concerns and requires a strong focus on staff training and adherence to all health and safety, standard operating procedures, and service initiatives.

KEY RESPONSIBILITIES

General

- Work jointly with the Director, Food and Beverage Operations to create and implement standards for hiring, training, and assessing staff.
- Provide coaching and ongoing feedback, outline performance expectations, and conduct annual performance reviews.
- Provide ongoing training to staff in the areas of alcohol awareness, bystander intervention and safety procedures.
- Ensure that the department meets operational compliance with relevant federal, provincial, municipal and university legal and policy requirements including but not limited to:
 - health and fire safety
 - responsible alcohol service
 - food safety
 - emergency preparedness
 - scissor and man lifts
 - MCEC delivery vehicle
- Communicate operational concerns and changes to other members of management and kitchen teams.
- Delegate tasks and follow up to ensure staff are meeting the operational expectations for food preparation and delivery, service times, restaurant cleanliness, event setup, event execution, and customer service.
- Maintain high quality standards by monitoring and improving FOH procedures and execution.
- Manage and balance cash floats and reconcile liquor counts daily.

- Inspect dining, function spaces and corresponding back of house areas for maintenance, repairs, and cleaning needs.
- Work as part of the evacuation team in case of fire, or any emergency. Ensure completion of detailed reports related to security and medical incidents.
- Promote and adhere to all Students' Union policies and procedures.
- Address day to day trouble shooting and resolving problems as they arise.
- Maintain required bar levels through accurate ordering and inventory counts

The Den and Black Lounge

- Schedule staff, in alignment with the annual budget, well maintaining a high level of guest experience.
- Monitor and verify staff hours for the payroll process
- Ensure the restaurant opening and closing requirements are met, including daily reporting tasks.
- Participate in menu creation by providing information on trends and customer requests.
- Update the POS system as required.
- Lead month-end inventory and reconciliation for liquor and service supplies.
- Communicate with prospective clients to book and coordinate events. Work in conjunction with other departments with external events held in The Den and Black Lounge.
- Develop relationships with community members, student clubs and staff to promote in-house events.
- Complete the annual Best Bar None program application and inspection process and ensure that requirements are upheld throughout the year.

Conference and Events

- Oversee the logistics of on-campus delivery and catered events.
- Personal participation, as needed, in the actual provision of guest service requirements.
- Manage the execution of events, including clean up, alcohol consumption tabulation, cash out, set up for the following day's events and ensure that all conference and events areas are secure.
- Communicate with supporting departments (kitchen, facilities, The Den and Black Lounge) to ensure overall event success.
- Confirm accurate event billing is provided to the Coordination team.
- Ensure the proper appearance of meeting and banquet rooms, before, during and after events and conduct regular inspections of C&E space.
- Provide support to the other food and beverage departments to facilitate effective product ordering, equipment set up and staffing.
- Meet with clients and vendors, when necessary, to assist in the planning of events.

REQUIRED COMPETENCIES

- Strong team player with the ability to lead and motivate.
- Confident, self-motivated, and enthusiastic.
- Strong communication skills, organizational skills, and financial aptitude.
- Outstanding customer service orientation.
- Sales and marketing knowledge including familiarity with social media strategies.
- Ability to work under pressure and deal with stressful situations during busy periods.

This is an active position involving but not limited to the following:

- lifting/carrying: 10 to 40 lbs.
- pushing/pulling: 10 to 80 lbs. daily
- balancing banquet trays
- standing and walking for extended periods of time
- repetitive motions: walking, bending, lifting
- operation of aerial lifts
- variable temperatures
- indoor and outdoor functions
- high level of public interaction
- facility congestion and noise

Scheduling flexibility is required including the ability to work late evenings, early mornings and/or weekends and holidays, as the business requires.

EDUCATION AND EXPERIENCE

- A diploma or degree in food and beverage or hospitality management is preferred. A combination of education and experience will be considered.
- Three years of experience or more working in a restaurant/bar or event centre, at a supervisory level, within a high-volume service environment.
- Familiarity with the coordination of deliveries and take-out using third party platforms and/or restaurant website.
- Previous experience working within a university setting would be considered an asset.
- Valid certification in: WHMIS, First Aid, and ProServe. Job certification provided for: ProTect, Safe Food Handling, Fall Protection and Lift Operator.
- Involvement in organizing live music events, including the management and set-up of audio equipment, would be a benefit.
- **A valid class 5 Alberta driver's license is mandatory.**