

POSITION DESCRIPTION

POSITION TITLE:	Hospitality Services Assistant Manager Waterloo
SALARY RANGE:	Starting at \$35,000 per annum
REPORTS TO:	Guest Services Manager Waterloo
EDUCATION:	Completed undergraduate degree and or college diploma in hospitality or culinary
TECHNICAL:	Proficient in Microsoft Office 2010 and Windows 10, experience with POS an asset

SUMMARY:

The Hospitality Services department oversees all hospitality operations of the Wilfrid Laurier University Students' Union on the Waterloo and Brantford campuses. Our operations consist of Wilf's Restaurant & Bar and The Turret on the Waterloo campus, and Williams Fresh Café and Golden Grounds Coffee Pub on the Brantford campus. Along with the daily aspects of a restaurant and bar operations, a variety of catering and special events are held within the establishments. Reporting to the Guest Services Manager Waterloo, as the Hospitality Services Assistant Manger Waterloo you will be focused on the daily operations within our business establishments on the Waterloo campus. In order to successfully fulfill your portfolio, you must be highly motivated to work in a fast-paced environment, be extremely well organized, detail oriented, have strong interpersonal skills and excellent time management skills.

SPECIFIC RESPONSIBILITIES:

As the Hospitality Services Assistant Manger Waterloo, you will be cross-trained in all aspects and areas within the Hospitality Services department, including but not limited to the following: Beverage; Service; Marketing and Promotions; Administration and Human Resource; Kitchen; Catering; and Business. Recognizing that a management role encompasses a wide variety of duties and responsibilities, it is important to note that not all functions are contained within this definition and the position itself should be ever changing and adaptive to best meet the needs of the Students' Union. Specific roles and responsibilities allocated to the position include, but are not limited to, the following:

- Operate in accordance to the Vision, Mission, and Guiding Principles, by-laws and policies of the Wilfrid Laurier University Students' Union;
- Follow, implement, evaluate and ensure compliance of all Health & Safety policies and procedures as outlined by the Students' Union and the Occupational Health and Safety Act (OHSA) of Ontario and Workplace Hazardous Materials Information Systems (WHMIS);
- Remain well versed in Hospitality Services policies, procedures, risk management requirements and legal requirements to ensure best practices, and develop, implement and ensure compliance of operating policies and procedures with respect to the Hospitality Services department;
- Remain well versed in all Alcohol and Gaming Commission of Ontario (AGCO) rules, requirements and liquor license laws;

POSITION DESCRIPTION

- Remain trained and certified in Smart Serve and Emergency First Aid;
- Remain trained and certified in Safe Food Handling, and enforce all health regulations pertaining to the preparation, storage and delivery of food and beverage products;
- Remain knowledgeable of all applicable departmental and human resources policies and procedures of the Students' Union, as required, and aid in the evaluation and maintenance of the all Hospitality Services staff manuals;
- Provide continuous improvement to the quality and services of all aspects of the Hospitality Services department, by remaining current with developments in the hospitality and entertainment fields and aid in the continuous evaluation, maintenance, and enhancement of the Hospitality Services strategies of the Students' Union, wherever possible;
- Ensure the delivery of exceptional guest service through product quality, and professional atmosphere in Wilf's Restaurant & Bar, The Turret and any catering functions;
- Work in collaboration and consultation with the Facilities & Cash Services Manager, Human Resources department, and any relevant full-time support staff, as required, and ensure open and honest communication between all Students' Union departments, business operations and staff;
- Build and maintain relationships with external and internal parties to support the Hospitality Services goals of the Students' Union;
- Assist in the recruitment and selection of all part-time staff, in collaboration with the Human Resources department;
- Orientate new employees to the workplace and facilitate ongoing in-business, job-specific training, as required;
- Coordinate in-business work routines and standardized operating procedures (SOPs) to promote a high degree of efficiency, and aid in the planning, prioritizing, and organization of work for each assigned business establishment, area or job-specific role to ensure a high level of guest satisfaction;
- Aid in the performance evaluations and formal disciplinary processes for all personnel within the Hospitality Services department in collaboration with the Human Resources department;
- Manage the daily operations of Wilf's Restaurant & Bar, The Turret and all catering operations by directly supervising all staff within the Hospitality Services department to ensure they fulfill the requirements of their role(s);
- Maintain a visible and consistent presence within Wilf's Restaurant & Bar, The Turret and any catering services and remain familiar with all operational functions;
- Remain fully knowledgeable of the Silverware point-of-sale and Moneris debit/credit systems;
- Assist in the implementation of a comprehensive marketing plan for Wilf's Restaurant & Bar and The Turret, in collaboration with the Marketing & Communications department;
- Complete daily, weekly and monthly (period end) inventory and ordering processes for Wilf's Restaurant & Bar and The Turret in a timely manner;

POSITION DESCRIPTION

- Maintain a working knowledge of the Hospitality Service department budget and financial goals;
- Ensure that Wilf's Restaurant & Bar, The Turret, and associated special events and catering functions, conduct sustainable business operations within the Students' Union through the completion and reporting of daily reconciliation of cash deposits, sales summaries, invoicing and inventory, and settlement of all accounts;
- Aid in sales and labour projection planning;
- Assist in the management of weekly work schedule(s) which adhere to labour budget allocations,
- Ensure completion of payroll for the part-time staff of the Hospitality Services department; and
- Ensure all Students' Union assets, including property and resources, used by the Hospitality Services department are properly handled and maintained.

WORKING CONDITIONS & TIME COMMITMENT:

- Full-time position, with an expectation to work 44hrs a week, beginning on Tuesday July 3rd 2018 and concluding on Sunday June 30th 2019;
- Wilf's Restaurant & Bar operational hours are Monday to Friday 11:00am to 2:00am, Saturday and Sunday 10:00am to 1:00am;
- The Turret's operational hours will vary pending special events and catering opportunities;
- Due to the nature of the hospitality services industry, it should be noted that hours may vary, often being irregular, and may be modified at any time by the Director, Hospitality Services;
- Work will mainly be completed moving around the establishments, or seated at a desk using a computer.

COMMITTEE MEMBERSHIP:

- Hospitality Services Management Team; and
- Any other committee as appointed to by the Director, Hospitality Services.