

POSITION DESCRIPTION

POSITION TITLE:	Front of House Shift Lead
SALARY RANGE:	\$16.00 per hour
REPORTS TO:	Guest Services Manager Waterloo
EDUCATION:	Pursuing or completed a post-secondary degree or diploma in hospitality services/culinary
TECHNICAL:	Safe Food Handlers, Smart Serve and Emergency First Aid certifications 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 Golden Grounds Coffee Pub on the Brantford campus. Along with the daily aspects of a restaurant and nightclub/bar operations, a variety of catering and special events are held within the establishments. Reporting to the Guest Services Manager Waterloo, the Front of House Shift Lead will be focused on the daily operations within our business establishments on the Waterloo campus. The incumbent will 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:

Recognizing that the Front of House Shift Lead encompasses a broad and wide variety of roles 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;
- Remain knowledgeable of all applicable departmental and human resources policies and procedures of the Students' Union, as required;
- Follow 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);
- Be well versed in all Alcohol and Gaming Commission of Ontario (AGCO) rules, requirements, and liquor license laws;
- Remain well versed in Hospitality Services policies, procedures, risk management requirements, and legal requirements to ensure best practices, and ensure compliance of operating policies and procedures, with respect to the Hospitality Services department;

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- Ensure the delivery of exceptional guest service through maintaining high product quality and a professional atmosphere in Wilf's Restaurant & Bar, The Turret, as well as during catering events;
- Remain certified and up-to-date in training for Safe Food Handler, uphold and enforce all health regulations pertaining to the storage, preparation, and delivery of food and beverage products;
- Provide continuous improvement to the quality and service 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;
- Build and maintain relationships with external and internal parties to support the Hospitality Services goals of the Students' Union;
- Oversee and assist in the daily operations of Wilf's Restaurant & Bar and all catering operations by directly supervising to ensure all staff within the Hospitality Services department fulfill the requirements in their job descriptions;
- Monitor staff performance and advise management of any staffing concerns or celebrations;
- Maintain a visible and consistent presence within Wilf's Restaurant & Bar and become familiar with all operational aspects;
- Have full working knowledge of the Silverware point-of-sale and Moneris debit/credit systems, as well as a working knowledge of Microsoft Office, specifically Excel and Word;
- Facilitate ongoing in-business and job-specific training;
- Ensure all Students' Union assets (property and resources) used by the Hospitality Services department are properly handled and maintained;
- Any other duties as assigned by the Guest Services Manager Waterloo.

WORKING CONDITIONS & TIME COMMITMENT:

- Part-time, contract position, with an expectation to work a minimum of 20-30hrs a week;
- Traditional hours of operation for both Wilf's Restaurant & Bar and The Turret are 11:00am to 2:00am, 7 days a week, therefore evening and weekend work hours are to be expected;
- A Minimum requirement of 2 restaurant closes a week, along with availability for special event days such as O-Week, Halloween, Homecoming, St-Patrick's Day, and other events;
- 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; and
- Work will mainly be completed standing and moving around the establishment. As well, the following physical activities are required as a major job function within this position:

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- Walking and standing as a major job function;
- Carry and transport objects of various sizes up to a maximum of 50 lbs;
- Pushing or pulling contents that weigh a maximum of 75 lbs; and
- Stretching, reaching, bending, stooping, crouching and/or kneeling for short periods of time.

COMMITTEE MEMBERSHIP:

- Hospitality Services Management Team; and
- Any other committee as appointed to by the Guest Services Manager Waterloo.