Job Title: Hospitality Manager
Department: Graduate Student Association
Reports To: GSA Executive Manager
Jobs Reporting: Grad House Supervisor, Grad House Cook
Salary Grade: USG 6
Effective Date: August 2019

Primary Purpose
To act as a member of the Management Team and assist in managing and overseeing all hospitality services of the Graduate Student Association-University of Waterloo, including the daily operation of the Graduate House and hospitality services operations of Student Life Center (SLC) lounge space as assigned by the GSA Executive Manager (EM). Participate in annual planning for the Graduate House and SLC lounge areas including budgeting, service delivery, events programming, marketing plans, catering, and annual strategic analysis and planning.

Key Accountabilities

Operations Management
- Participates in weekly Management Meetings to keep the Management team informed.
- Participates in the development of the long term vision and planning for the Graduate House and the SLC Lounge Space.
- Assists in the development, monitoring and adherence to the Graduate House annual operating budget along with the SLC Lounge Space.
- Implements and enforces the established operating policies and practices consistent with provisions of the Liquor License Act of Ontario, Safe Food Handling, GSA Policies and Bylaws, and University Policies and Procedures.
- Ensures appropriate measures are in place for compliance with all workplace safety, food service safety and sanitation guidelines.
- Ensures hospitality services best practices and standards are adhered to.
- Manages all administrative duties such as deposits, sales summaries, scheduling, ordering and inventory counts sales, purchasing, and inventory control.
- Oversight and training of Graduate House full-time staff to ensure Health and Safety protocols are followed and knowledge being transferred to hourly staff.
- Oversight of Social media and relevant staff to ensure daily / weekly specials and programming are being posted to bring awareness of upcoming events.
- Oversight of the beverage/bar service and event/programming in the Graduate House and SLC lounge area.

Staffing
- In collaboration with EM, hires, trains and supervises staff in the Graduate House including the Graduate House Supervisor, Graduate House Cook and casual staff.
- Annually reviews Graduate House Supervisor, Graduate House Cook and casual staff job descriptions for the Graduate House.
- Prepares and administers termly evaluations of Graduate House Supervisor, Graduate House Cook and casual staff at the Graduate House.
**Job Description**

- Reports to EM and addresses poor staff performance, Performance Improvement Plan (PIP), termination and other Grad House casual staff issues.
- Develops and engages Grad House Supervisor, Graduate House Cook, and casual staff members with the Graduate House Safety Committee with a focus on Health and Safety in Food Services areas controlled by the GSA.

### Events Programming
- Works with EM to plan and host termly social events for the Graduate House and SLC lounge space.
- Works with EM to set annual revenue targets for events and bookings.
- Coordinates the bookings and GSA events programming by meeting with interested clients as needed and ensures accurate and timely billing of the function.
- Actively markets the Graduate House and SLC Lounge Space for student use, information sessions, social events and other uses to student groups and student-related groups on and off campus.
- Coordinates all logistics for booking with Graduate House staff team.
- Ensures event planning best practices and standards are followed including assessing event liability and risks, cost considerations, and reporting.

### Security and Compliance
- Assists EM to ensure adherence to the Private Security and Investigative Services Act, 2005 by hiring certified personnel for events as required.
- Ensures compliance to legislation and Health and Safety regulations (liquor license, food safety regulations, first aid training, etc.)

*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.

### Required Qualifications

#### Education
- Completion of a post-secondary degree or professional qualifications for management in the hospitality industry or equivalent experience
- Completion of Safe Food Handling course an asset
- Smart Serve Certification (AGCO)
- Region of Waterloo Food Handlers Certification

#### Experience
- Minimum of 2 years of supervisory experience with a proven track record of delivering outstanding customer service, excellent communication and interpersonal skills
- Experience working with a university student organization and demonstrated knowledge of the GSA and University of Waterloo
- Experience using, programming and generating reports with a point of sale system (POS)

#### Knowledge/Skills/Abilities
- Proficient in MS Word, Excel and PowerPoint
- High paced work environment at times that requires excellent time management skills
- The incumbent must have a proven ability to multi-task, demonstrate problem solving skills, as related to the function and operation of various commercial equipment
- Ability to work with and build relationships with internal and external partners and suppliers
- Must have excellent attention to detail
Job Description

- Heavy lifting and climbing stairs is regularly required
- Working knowledge of commercial kitchen and beverage equipment

**Nature and Scope**

- **Contacts**: The Graduate House and SLC lounge area operations focus on member services: bar service, food service, event programming and bookings. Contacts include both internal and external partners and suppliers.
- **Level of Responsibility**: At times the Graduate Student Association Hospitality Manager may be the only manager present in the facility and will handle patron grievances and discipline and make all operational decisions as directed by GH/GSA guidelines, and the Executive Manager. Adherence to routines and disciplined observance of procedures for effective reporting of activity to the Executive Manager and other members of the Management team.
- **Decision-Making Authority**: Full decision making authority over hospitality services including patron discipline. Would make regular operational decisions such as ordering of product, maintenance of facility, scheduling changes, and cash reconciliations.
- **Physical and Sensory Demands**: Very fast paced environment with many concurrent demands during operating hours. High expectation of excellent attention to detail with inventory counts, cash reconciliation and sales summary. At times may require heavy lifting (draft kegs delivery) and climbing stairs up to two levels on a regular basis. Pushing and pulling of carts will be required.
- **Working Environment**: Incumbent will work a regular weekly schedule of 7 hours a day. Currently the facility hours begin at 9 am and close at 7 pm on Monday, Tuesday and Wednesday, and close at 10 pm on Thursday and Friday. Adjustment to these open hours is based on volume of activity and programming. Weekends (rare) as needed for special booked events. Physical risks may be associated with security of patrons, some heavy lifting/handling, and licensing (legal) risks associated with managing the sale and service of alcohol. Understanding and flexibility working with annually changing student leadership. Added oversight of the SLC lounge area with a focus on providing Graduate Students activities and events to enhance the Graduate experience. Occasional Catering deliveries to the lounge space, GSA meetings and support in facilitating booking of the lounge space with the GSA Office staff will be responsibilities associated with the Hospitality Manager position.