

Job Description

Job Title:	Hospitality Manager
Department:	Graduate Student Association
Reports To:	GSA President
Jobs Reporting:	Grad House Supervisor, Grad House Cook, Casual Grad House Staff
Salary Grade:	USG 6
Effective Date:	June 2021

Primary Purpose

To serve as a member of the Graduate Student Association's (GSA) Management Team (which includes the GSA President, General Manager, and Vice Presidents) and assist in managing and overseeing all hospitality services of the GSA. This includes the daily operation of the Graduate House as well as the general catering requirements of the GSA and other campus stakeholders.

The Hospitality Manager will participate in annual planning for the Graduate House and the GSA's hospitality services. This includes supporting 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.
- Assists in the development, monitoring and adherence to an annual operating budget.
- 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, regulations, and laws.
- Ensures hospitality services best practices and standards are adhered to.
- Manages all administrative duties pertaining to the Graduate House (e.g., deposits, sales summaries, scheduling, ordering and inventory counts sales, purchasing, and inventory control).
- Provides training to Graduate House full-time and casual staff to ensure Health and Safety protocols are followed.
- Collaborates with the GSA Management Team to support social media content, electronic communications, and advertising strategies.
- Provides oversight of the beverage/bar service and event/programming in the Graduate House.
- Arranging catering support for GSA events occurring across campus.
- Other responsibilities, as determined by the GSA President.

Staffing

- Hires, trains, and supervises staff in the Graduate House (in conjunction with the GSA General Manager).
- Annually reviews staff job descriptions for the Graduate House (in conjunction with the GSA General Manager).
- Prepares and administers termly evaluations for all Graduate House staff (in conjunction with the GSA General Manager).

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- Addresses poor staff performance (in conjunction with the GSA General Manager).
- Issues Performance Improvement Plans (in conjunction with the GSA General Manager).
- Terminates Graduate House staff, as required (in conjunction with the GSA General Manager).

Events Programming

- Works with the GSA Management Team to plan and host social events at the Graduate House and across campus.
- Works with the Management Team 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 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 Graduate House bookings.
- Ensures event planning best practices and standards are followed including assessing event liability and risks, cost considerations, and reporting.

Security and Compliance

- Ensures 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 is an asset.
- Smart Serve Certification (AGCO).
- Region of Waterloo Food Handlers Certification.

Experience

- Minimum of 5 years of supervisory experience with a proven track record of delivering outstanding customer service.
- 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.

Knowledge/Skills/Abilities

- Proficient in MS Word, Excel and PowerPoint.
- Excellent communication and interpersonal skills.
- 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.
- Heavy lifting and climbing stairs are regularly required.

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| <ul style="list-style-type: none">• Working knowledge of commercial kitchen and beverage equipment. |
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Nature and Scope

- **Contacts:** Graduate House 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 GSA 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 campus policies and the Management Team.
- **Decision-Making Authority:** In consultation with the GSA Management Team, the GSA Hospitality Manager has full decision-making authority over hospitality services including patron discipline. The incumbent will 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 9AM and close at 7PM on Monday, Tuesday and Wednesday, and close at 10PM on Thursday and Friday. However, hours of operation (and thus work) may be adjusted based on volume of activity and programming. Weekend work may occasionally be required to support special 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. Note that coordinating catering deliveries to other campus venues and GSA meetings will be responsibilities associated with the Hospitality Manager position.