

Job Description

Job Title:	Supervisor- Graduate House
Department:	Graduate Student Association- Graduate House
Reports To:	Manager – Graduate House
Jobs Reporting:	NA
Salary Grade:	USG 5
Effective Date:	November 1, 2017

Primary Purpose

The GH Supervisor supervises activity at the Graduate House and assumes responsibility for day-to-day operations when the Graduate House Manager (GHM) is absent. The GH Supervisor works alongside Graduate House employees to uphold the mission/vision/values of the organization, ensure performance standards, and ensure proper interpretation of procedure.

Key Accountabilities

Facility & Staff Supervision

- Supervise casual/part time staff during his/her shift and is responsible for modifying casual/part-time shift durations
- Facilitate the completion of staff duties in all areas of the Graduate House, including opening/closing procedures as required
- Modify casual/part-time shift durations according to volume of business
- Provide coaching, support and mentorship to the GH Cook- to enhance and build upon the GH Culinary program
- Replace the GH Cook role if/when GH Cook is unable to work (ie. holiday time, illness etc...).
- Provide leadership, mentoring and coaching for casual/part time GH employees and GH volunteers
- Provide functional direction and some correction to GH employees- this includes providing constructive feedback and/or ending an employee shift for poor behavior
- Ensure employee adherence to operational procedure, quality control, and code of conduct standards
- Ensure lawful/safe alcohol service, outlined by the AGCO, Smart serve training and UW Policy 21
- Ensure the safety of staff/guests at the Graduate House in accordance with UW Policy 34
- Complete check-list style inspections of kitchen equipment, employee working areas, and general First-Aid readiness
- Maintain safe, sanitary, and organized storage areas, with clearly labeled inventory/product
- Assist with implementation of various employee safety programs (ie. MSDS updates/training)
- Oversee efforts of volunteers and contracted entertainment
- Fulfill the role of GH Cook, Bartender, Housekeeper, Cashier, Runner, or Kitchen Prep. Cook if/when required

Graduate House Culture & Community

- Ensure proper hosting of bookings/activity/events - emphasis on the comfort/enjoyment of Members/Guests
- Organize and Execute successful bookings/promotional programs directed by GHM
- Promote and uphold Graduate House rules and Staff Code of Conduct directed by GHM

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- Plan and execute GSA & GH Staff/Volunteer socials, bookings, and other events directed by GHM
- Collaborate with other team members to maintain, build and improve Graduate House services
- Collaborate with others to build and develop the Graduate House brand/reputation
- Assist in the development and successful execution of Graduate Student lead initiatives

Operations

- Responsible for efficient and successful food/beverage operations in the absence of the GHM.
- Communicate with GHM regarding operations, inefficiencies and issues – emphasis on problem solving
- Limit unnecessary labor costs (ie. shortening casual shift durations during non-peak times)
- Facilitate execution of “staff meals” program for staff shifts
- Facilitate accurate counting of cash floats, POS server reads, preparation of sales deposit envelope
- Provide “Pay-outs” of cash for employee gratuities, entertainment stipends, and to reimburse Stakeholders for miscellaneous expenses (not exceeding \$500)
- Extend credit to certain large party customers, with approval by the GHM, and make payment arrangements for AR billing
- Accountable for responsible cash handling practice, loss prevention, and inventory controls
- Assist the GHM by completing inventory counts and placing/receiving product orders
- Assist the GHM with employee time/attendance data for payroll purposes
- Assist the GHM with POS sales reconciliations, costing, and cash drops
- Assist the GHM with staff training and scheduling
- Approach suppliers on behalf of GHM, research new products, and present ideas to the GHM for purchasing consideration.
- Complete other tasks, and special projects, as delegated by GHM, in a timely/efficient manner (ie. Menu development)
- Engage in professional business communication with Customers, Suppliers, Employees, and others on behalf of GHM
- Complete various computer tasks, as directed by GHM (ie. creation of costing spreadsheets, calendar updates, behavioral logs, incident reports, letters, reports etc..)

Required Qualifications

Education

- Post-secondary and/or College diploma in hospitality management and/or equivalent combination of experience/education.
- Smart-Serve, AODA, First Aid, and Food Handler certification required.
- Completion of uWaterloo Safety Training Modules is an asset

Experience

- Extensive work experience in restaurant/hospitality industry is required.
- Experience with private clubs/university student organizations and demonstrate knowledge of University of Waterloo, the GSA, and the culture of the Graduate House is strongly preferred.
- Strong background in Culinary Management, Culinary arts, and/or hospitality business.
- The GH Supervisor is a reliable/professional individual who possesses leadership skills appropriate for the Graduate House business/service.

Knowledge/Skills/Abilities

- Demonstrated knowledge of “Digital Dining” POS software/system, Free Pour beverage metering, AV equipment, beverage dispensing systems, common restaurant/kitchen/bar equipment, Microsoft office, email, outlook, and google products.

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- Must have excellent food/beverage product knowledge. Detailed knowledge of AGCO regulations, UW Policy 21 and UW Policy 34 is critical.
- The GH Supervisor utilizes strong multitasking abilities, and strong food preparation skills, to ensure an efficient operational kitchen.
- The GH Supervisor possesses highly developed knife handling skills, an aptitude for quick food service and extensive experience in a short-order cooking role.
- The GH Supervisor is a trustworthy individual who possesses integrity and who demonstrates sound judgement.
- Proactive listening skills and appropriate conflict resolution skills are critical. Attention to detail, in spite of numerous distractions, is critical. Ability to produce promotional material with a computer graphics program is an asset.
- A strong work ethic, solid decision-making skills, and an ability to relate to Graduate Students are key requirements.
- The GH Supervisor is a confident and persuasive public speaker, often called to lead team meetings and present ideas to other employees and colleagues. Demonstrates the ability to gain consensus among colleagues and facilitate successful conflict resolution with people from various backgrounds.

Nature and Scope

- **Contacts:** On a daily basis, the GH Supervisor interacts with Graduate House Customers, Graduate House Employees, Suppliers, delivery drivers, Plant Operations personnel, maintenance/repair people, and Food/Beverage sales professionals. In all interactions, the GH Supervisor demonstrates strict adherence to applicable policy/procedure, a commitment to business/service success, loyalty to the GSA, and a passion for serving others. The GH Supervisor makes bookings arrangements, on behalf of the GHM, for large-party group bookings. These bookings are mostly on-campus groups- customers include university faculty, staff, external customers, the GSA-UW, and various graduate student groups. In all interactions, the GH Supervisor demonstrates personal values that align with GSA core values and with Graduate House culture.
- **Level of Responsibility:** The GH Supervisor is accountable to the GHM to ensure continuity of services in the absence of casual/part time staff, during “peak business hours”, “nontraditional hours” and on weekends (when scheduled). The GH Supervisor contributes to successful food/beverage operations, proper training of casual/part time staff, and successful events at the Graduate House. The GH Supervisor acts on behalf of the GHM at times, completing various management/supervisory duties as delegated. Weekly hours reflect volume of business- this includes evening and weekend hours.
- **Decision-Making Authority:** The GH Supervisor has authority to make some staffing decisions, including shift duration, as directed by GHM. The GH Supervisor authority to suspend alcohol service, deny entry, and eject persons who engage in unlawful/unsavory behavior. The GH Supervisor has authority to extend operating hours, during special events. The GH Supervisor counts inventory, and orders product under the guidance/direction of the GHM. The GH Supervisor always consults GHM for direction when serious/non-serious issues/matters arise in the workplace.
- **Physical and Sensory Demands:** The GH Supervisor is able to lift/carry 40lbs and carry large items up/down stairs. She/he possesses the ability/stamina to stand for long periods, without sitting down, during peak service times. Moderate-heavy physical exertion, during peak times, is common. The handling of draft beer kegs requires a moderate/high degree of physical exertion.
- **Working Environment:** The Graduate House is a fast-paced restaurant/pub. Three to five casual/part-time staff and the GH Cook work in close quarters preparing and serving food/beverages to customers as they line up. Loud music and loud customer conversations are common. Guests who attend in the evening often consume alcohol. The GH Supervisor provides mostly “front of house” supervision working with/alongside service staff in employee working areas. The GH Supervisor consults with the

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GHM via phone/email/text when the GHM is not onsite. Completion of some office duties takes place in the GH office space upstairs. The Supervisor has access to the GHM office, a desk in the office, and uses a computer at times during his/her shift.