

# NIVERVILLE HERITAGE CENTRE JOB DESCRIPTION

<b>POSITION TITLE:</b>	<b>RESTAURANT &amp; EVENT SERVICES MANAGER – 1 Year Term</b>
<b>REPORTS TO:</b>	<b>VICE PRESIDENT OF OPERATIONS</b>

## *POSITION SUMMARY*

The Restaurant & Event Services Manager will be responsible for all aspects of service delivery at the Niverville Heritage Event Centre and Hespeler's Cookhouse & Tavern. This position will require the individual to oversee the recruitment, training and supervision of frontline service staff at the Niverville Heritage Centre and focus on increasing customer satisfaction, sales and profitability. The position of the Restaurant & Event Services Manager will require the individual to work independently and varied shifts as required.

## **Restaurant and Event Services Management**

- Responsible for all aspects of service delivery in the Niverville Heritage Event Centre and Hespeler's Cookhouse & Tavern.
- Work together with the Events & Sales Manager and Kitchen Manager to ensure high quality menu selections are available to our event clients and restaurant guests.
- Provide leadership that results in service delivery, within budget, that meet (and preferably exceed) guest expectations.
- Setting, communicating and maintaining timelines and priorities on every project.
- Communicating, maintaining and developing guest relationships and resolve guest complaints.
- Manage supplier relationships.
- Providing positive and effective leadership, motivation, direction and support to your team.
- Create service staffing schedules that remain within operational budgets while ensuring excellent customer service and quality delivery.
- Interact with various suppliers to ensure maximum value and costing is realized.
- Responsible to ensure that all Manitoba Department of Health, Manitoba Labour and Workplace Health & Safety, and Liquor & Gaming Authority of Manitoba standards are met.

## **Human Resource Management**

- Recruit team members as needed.
- Oversee supervision and training of service delivery staff.
- Ensure that staff have been trained for and have earned required certifications.
- Ensure that good communication exists between all departments affected by restaurant and event services.
- Schedule staff as needed to ensure timely event execution for various events and restaurant sales.
- Assist in maintaining product service quality standards by conducting ongoing evaluations.
- Responsible to manage office duties as required.

## **Business Management**

- Assist in the development and management of the event and restaurant services budget.
- Review for accuracy and approve all timeclock records and leave requests.
- Keep accurate sales data for business analysis.
- Perform inventory counts and investigate fluctuations in inventory numbers.
- Participate in the analysis of sales data and suggest changes resulting in revenue growth and increased service delivery.
- Maintain accurate records as required by governing agencies.
- Help maintain a security function, which protects both the assets of the operation and the personal safety of staff and the public.

## **Knowledge, Skills & Certifications**

- Commitment to social enterprises.
- A demonstrated commitment to high professional ethical standards and a diverse workplace.
- Has at least 3 years of experience in event or hospitality management.
- Excellent communication skills both verbal and written.
- Delegates responsibilities effectively.
- Excellent people manager, has a collaborative work style and commitment to get the job done with excellence.
- Has working knowledge of MS Office.

## **Signatures**

This job description has been approved by:

Vice President of Operations: \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Restaurant & Event Services Manager: \_\_\_\_\_ Date\_\_\_\_\_