

General Manager – Faculty Club of the University of Alberta

The Faculty Club of the University of Alberta serves as a meeting and dining place for faculty, alumni, and members of professional organizations. Its goal is the promotion of friendship, fellowship, and intellectual association amongst faculty and staff members of the university. The Club also caters social events for the University and the community at large.

The Faculty Club was opened in 1964. It is administered and financed entirely by its members. An Executive Committee is elected by Club members each year. This committee provides oversight and long-term planning for the Club. Daily operation of the Club is administered by the General Manager, who is appointed by the Executive Committee.

POSITION SUMMARY

The General Manager (GM) is responsible for managing the daily operations of the Faculty Club (Club), including the selection, development and performance of employees. In addition, the GM oversees inventory and ordering of food and supplies, optimizes profits and ensures that guests are satisfied with their dining experience. The GM reports to the Executive Committee through the President and during monthly meetings of the Executive.

REMUNERATION

Salary and benefits are open to negotiation and will depend on the qualifications and experience of the candidate. Salary will have two components: a base salary, paid on a semi-monthly basis, and a performance-based bonus, paid annually.

RESPONSIBILITIES

Oversee and manage all areas of the restaurant and make final decisions on matters of importance. Primary responsibilities include:

Financial

- Maintain Club standards and service levels while seeking to increase sales and control costs, including food, beverage, supply, utility and labour costs.
- Ensure financial (invoices, reporting) and personnel/payroll related administrative duties are completed on time and in accordance with Club policies and procedures.

Food safety and planning

- Enforce sanitary practices for food handling, general cleanliness, and maintenance of kitchen and dining areas. Ensure compliance with operational standards, company policies, federal/state/local laws, and ordinances.
- Ensure consistent high quality of food preparation and service.
- Supervise portion control and quantities of preparation to control waste.
- Estimate needs, place orders with distributors, and schedule delivery of food and supplies.

Operational responsibilities

- Ensure a safe working and guest environment. Complete accident reports promptly in the event that a guest or employee is injured.
- Manage shifts, including scheduling and planning.
- Investigate and resolve complaints concerning food quality and service.

Personnel

- Provide direction to employees regarding operational and procedural issues.
- Direct hiring, supervision, development and, when necessary, termination of employees.
- Conduct orientation, and oversee the training of new employees.
- Develop employees by providing ongoing feedback, establishing performance expectations and by conducting performance reviews.
- Maintain an accurate and up-to-date plan of restaurant staffing needs. Prepare schedules and ensure that the restaurant is staffed for all shifts.

QUALIFICATIONS

- Post-secondary hospitality/food and beverage certification or relevant discipline. A combination of practical experience and education will be considered as an alternative.
- Must be ProServe and Food Safe certified and prepared to uphold all ProServe and Food Safe guidelines.
- Familiarity with various POS (Point of Sale) systems (Micros, Caterease) and Reservation systems (Open Table) is an asset.
- Exemplary knowledge in service of wine (WSET level 2 preferred) and liquor-related products.
- Ability to perform all functions at the restaurant level.
- Must possess a valid driver's license.
- Must be eligible to work in Canada.
- Must agree to background and credit check.
- Must be bondable.

PERSONAL REQUIREMENTS

- Self-discipline, initiative, leadership ability and outgoing personality.
- Pleasant, polite manner and a professional appearance.
- Ability to motivate employees to work as a team.
- Good communication skills.
- Ability to coordinate multiple tasks while maintaining required standards of operation in daily restaurant activities.

ACCOUNTABILITIES

- Keeps Executive Committee promptly and fully informed of all significant issues. Takes prompt corrective action where necessary or suggests alternative courses of action.
- Maintains a favorable working relationship with all employees to foster and promote a working climate that is conducive to employee morale and productivity.

SUPERVISION OF OTHERS

- A staff of approximately 50 to 100 employees, including both FOH and BOH.

WORKING CONDITIONS

- This is a full-time position. Hours may vary if manager must fill in for his/her employees or if emergencies arise.
- Position may involve prolonged standing, bending, stooping, twisting, lifting products and supplies weighing 45 pounds, and repetitive hand and wrist motion.