



Job Description

Hospitality Front of House Coordinator

Reports To: Manager, Front of House

Mission: *To create an environment that inspires a passion for student success.*

Desired Results of the Position:

- Exceptional hospitality experience focused on delivering outstanding customer service to all patrons.
- A hands-on leader that motivates staff to perform excellent work.
- An operation dedicated to coaching and mentoring staff.

Nature and Scope:

Reporting to the Manager, Front of House (MFH), the Hospitality Front of House Coordinator (HFHC) will oversee Front of House operations. They will actively support the Observatory, Wolves Den, and assist Students' Association Catering. The individual is accountable for implementing and maintaining operational standards to ensure safe and efficient daily operations. The HFHC will build effective relationships with all Managers and staff, develop programs that build customer loyalty, and consistently deliver exceptional customer service. The HFHC will execute front-of-house training, foster a culture of coaching and mentorship, and empower all staff to meet or exceed the Students' Association's commitment to quality. They will establish harmonious and productive relationships with the staff of the Students' Association, College Staff, students, alumni and guests.

Job Duties:

- Collaborate with other staff to create a positive work environment that produces high satisfaction among all customers, staff, fellow employees, and clients.
- Assist in hiring, training, and scheduling part-time staff.
- Ensure that all venues are sanitary and maintain a safe work environment.
- Oversee all aspects of daily front-of-house operations, including service, temperature logs, cleaning schedules, opening and closing checklists, equipment maintenance schedules, etc., ensuring they are completed to the highest quality standards and in a timely manner.

- Circulate regularly throughout all Front of House areas, maintaining an active and positive profile with guests and staff.
- Balance cash tills and complete daily deposits.
- Execute training programs that enable part-time staff to quickly learn the skills required to become excellent team members.
- Accountable for the accuracy of all beverage inventories; responsible for completing inventory counts.
- Assist in developing and maintaining effective catering operations.
- Accountable for food and beverage cost of sales and labor costs for Front of House staff. Manage waste and drive profitability.
- Provide direction, motivation, leadership, and coaching to all Front of House staff.
- Assist in the development of new menu items on an ongoing basis.
- Identify new potential areas for increased business.
- Support promotions and market research of Hospitality venues in partnership with the Communications and Marketing department.
- Address employee performance issues when required, ensuring staff follow policies and standards.
- Encourage staff excellence and the highest commitment to customer service.
- Maintain extensive menu and allergen knowledge.
- Ensure staff use equipment appropriately and safely, following proper equipment setup and takedown procedures.
- Provide feedback on guest comments in a timely fashion.
- Maintain all required food service sanitation certifications (food-safe, etc.).
- Adhere to all provincial requirements and standards regarding Workplace Health & Safety and Workplace Hazardous Material Information Systems.
- Be familiar with all first aid stations, supplies, and equipment. Report any injuries, accidents, or close calls to the manager on duty immediately.
- Ensure all Front of House staff wear clean and proper uniforms when working.
- Execute beverage ordering and assist in processing related invoices, ensuring sufficient stock levels.
- Maintain positive relationships with all vendors and suppliers.
- Perform other duties as assigned.

Core Competencies:

- Leadership
- Coaching and Mentoring
- Decision Making and Judgement
- Planning and Organizing
- Enforcing Laws, Rules, and Regulations (AGCO)

Desired Skills and Qualifications:

- The ideal candidate would have a diploma in a related field.
- One year of supervisor experience; hospitality operations supervision is an asset.
- One year of experience working in a hospitality environment.
- Training, coaching, and mentoring skills.
- Good working knowledge of hospitality industry principles, methods, practices, and techniques.
- Ability to supervise employees, including organizing, prioritizing, and scheduling.
- Excellent verbal and written communication skills.
- Demonstrated ability to perform under pressure in a time-sensitive environment.
- Strong analytical and dispute resolution capabilities.
- Ability to perform sustained physical activity for long periods.
- Willing to work non-traditional shifts.

Work Conditions:

- Work in a restaurant setting with exposure to extreme temperatures.
- Manual dexterity is required for a desktop computer, tablet, knives, and other equipment.
- Ability to lift 40 lbs required.
- High-stress, fast-paced environment.

Certifications:

- Smart Serve certification
- Advanced Food Safety Certification
- OHSA
- WHMIS
- CPR
- First Aid certification

Compensation:

- Contract term: August 5th, 2024 – June 30th, 2025
- Salary: \$26 - \$28 per hour
- 35-hour work week
- Flexible work week, with some weeks requiring more hours and some less
- 4% vacation pay per pay period