Inn at Laurel Point

JOB POSTING

Job Title: Assistant Outlets Manager

Job Status: Permanent

Start Wage: $62,000 - $65,000 per annum

Summary of Position:

The Assistant Outlets Manager is responsible for assisting the Restaurant Manager in operating & maintaining Aura restaurant + patio, In Room Dining and the Duo Café. Creating an innovative and warm dining environment as part of Aura's team, the Assistant Outlets Manager's main focus is daily operations and leadership.

Responsibilities:

- The Assistant Outlets Manager is responsible for the daily operations of Aura Waterfront Restaurant + Patio, In Room Dining and Duo Café Bakery and for the supervision of the colleagues within this department
- Forecasting business levels and schedules accordingly to ensure guests' expectations are exceeded while budgeted profit margins are achieved
- Expense management – ensures all expenses (labour and operations) are controlled to achieve maximum profitability
- Actively participate in inventory controls to ensure team members have the required equipment and products while the hotel's expenses are kept in line
- Responsible for the appearance, orderliness, cleanliness and proper set up of the outlets
- Administer and foster a service enhancement culture through suggestive selling
- Develop colleagues via facilitation of hotel and departmental training programs on service standards, selling techniques, and food and beverage education to consistently raise the bar for service standards and sales objectives
- Develop colleagues via facilitation of hotel and departmental training programs and performance appraisals/management
- Lead a team of servers over multiple dining periods via strong performance management
- Constantly seek ways to build customer/guest loyalty and improve guest recognition programs
- Ensure colleagues follow all Hotel's policies and procedures, including Health and Safety, house rules and the CBA
- Ensure the POS is properly maintained and utilized to full potential
- Effectively liaise with Culinary, Sales, Events and Marketing, and other department leaders
- Any other duties deemed necessary to fulfill the role

Job Requirements:

- Supervisory experience within a diverse team is required

- Minimum 3 years serving experience within an upscale casual or fine dining restaurant or lounge required
- Foodsafe Level 1 and Serving It Right required
- Proven track record as "Team Leader": can motivate, lead and coach with preferable experience in a unionized environment
- Demonstrated track record of managing the floor of a medium to high volume restaurant/lounge
- Inventory management experience (maintaining, counting, tracking and ordering)
- Sound product knowledge of food, wine and spirits with a proven ability to sell
- Coordinate medium size functions in restaurant – previous small banquet experience is an asset
- Previously trained new or existing team members
- Dynamic, Inspirational, Goal Oriented, Innovative and exceptional communicator
- Thrives under a high pressure and fast paced environment
- Understands the importance of creating a fun and rewarding work environment
- Sound working knowledge of Microsoft Word, Excel, Outlook, Silverware
- Flexible availability for shift work including early mornings and late nights
- Must be fully available to work weekdays, all weekends and all statutory holidays
- Must be able to lift 30lbs on a regular basis
- Must be able to embrace the 4 core values of the Inn at Laurel Point: Excellence, Respect, Curiosity and Stewardship

Reports To: Outlets Manager and Director of Food & Beverage

Closing Date: Please submit your application as soon as possible as applications are reviewed daily

Apply Now! Please email your resume to careers@laurelpoint.com. For more information, please visit our Careers page at www.laurelpoint.com/careers

What's in it for you?

- Competitive Wages
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Comprehensive benefits package
- Colleague of the month recognition program
- Summertime volleyball on Sticky Wicket rooftop, BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- Aura waterfront restaurant + patio staff discount – 50%
- Need a staycation? We've got you covered, after your 1-year work anniversary, enjoy a complimentary one-night stay including breakfast for 2
- Friends & Family hotel discount (so you can show off your amazing workplace)
- Candidate referral bonus - $500

- Industry discounts
- Workshops
- Cross-training opportunities
- Skill and advancement training programs
- Shower and locker facilities

Thank you for considering Inn at Laurel Point as your employer of choice!