

Wilfrid Laurier University Students' Union

POSITION DESCRIPTION

Position:	Wilf's Restaurant and Bar/Turret Night Club Operations Manager
Reports To:	Director, Hospitality Services
Education:	Post-Secondary Degree/Diploma or equivalent
Qualifications:	3 – 5 years of Hospitality/Customer service related experience, Smart Serve, First Aid/CPR, food safety certification

GENERAL RESPONSIBILITIES

Under the primary guidance of the director of hospitality service the responsibilities of the Wilf's Restaurant and Bar Operations Manager include;

- Direct the operation of Wilf's Restaurant and Bar in an efficient manner as part of the Students' Union Hospitality Service Team
- Prepare the yearly budget for Wilf's Restaurant and Bar and the Turret Night Club along with Director of Hospitality and Wilf's Kitchen and Catering Manager
- Adhere to the yearly budgets prepared by the Hospitality Team
- Maintain a professional working relationship with students union management team, operations group and the students union full time staff
- Work along with Wilf's Kitchen and Catering manager to deliver successful catering service for on-campus partners, students groups and community partners
- Oversee all special events bookings for various students clubs and on-campus partners in Wilf's
- Support and work closely with Director of Programming and Programming Coordinator to deliver successful events in Wilf's and Turret for our students
- Ensure maximum efficiency while maintaining a superior degree of quality and service within Wilf's and the Turret
- Provide continuous improvement to the quality and service of Wilf's and the Turret by remaining current with developments in hospitality services trends where possible
- Ensure the delivery of superb customer service, product quality and professional atmosphere in Wilf's
- Remain knowledgeable of all policies, regulations and procedures of the Wilfrid Laurier University and the Students' Union
- Must be knowledgeable in all Alcohol and Gaming Commission policies and liquor license laws
- Maintain a positive relationship with food, liquor and beer vendors to provide the best customer service and experience for our students

SPECIFIC RESPONSIBILITIES

The functions of the Wilf's Restaurant and Bar Manager cover a wide variety of responsibilities in the daily operations of the Wilf's Restaurant and Bar and may be modified from time to time. It is important to note that not all functions and duties are contained within this definition, and the position itself will be ever changing and adaptive. Nevertheless, specific roles and responsibilities allocated to this position include, but not limited to the following:

Supervisory:

- Direct the recruitment and selection of the hospitality service assistant managers and employees for Wilf's Restaurant and Bar and Turret Night club
- Conduct staff performance evaluations per Students' Union policies and keep detailed records of all employees performance related interactions
- Manage all Hospitality Service Assistance Managers and employees of Wilf's Restaurant and Bar and the Turret Night Club
- Develop a comprehensive and documented training program for each position within Wilf's Restaurant and Bar and the Turret Night Club
- Facilitate in the recruitment, selection, scheduling, remuneration, formal and informal discipline and general treatment procedures of Wilf's Restaurant and Bar and the Turret Night Club

- Maintain a constructive relationship with campus community and the community of Waterloo

Financial:

- Ensure that Wilf's Restaurant and Bar, and Turret Night club are profitable within the Students' Union hospitality services
- Work along with kitchen and catering manager to ensure maximum efficiency in product purchasing and food cost
- Manage the cost of good costs for liquor, beer, bar supplies and other items to ensure profitability
- Ensure that efficient overall operation of Wilf's Restaurant and Bar and Turret Night Club including but not limited to the daily reconciliation of cash, sales summaries and inventory
- Work as part of the hospitality team to ensure that accounts payable and receivable items are reconciled in a timely manner

Operational:

- Oversee and manage the daily operations of Wilf's Restaurant and Bar, and Turret Night Club operations
- Maintain an accurate inventory system whereby the hospitality service optimizes *Just in Time* principles so that perishables are fresh
- Ensure that there is daily, weekly and period end inventory system in place to control cost of goods sold liquor, beer and bar supplies
- Maintain a visible and consistent presence within Wilf's Restaurant and Bar and become familiar with all operational aspects
- Have full working knowledge of the point of sales systems: *Silverware POS*, Berg Liquor system, *Moneris* and *Bev Check* (draught measuring system) to maximize overall production and control cost of goods sold efficiently
- Be trained and certified in *Smart Serve*, First Aid and CPR
- Complete students union incident report and injury reporting on timely manner when incidents occur
- Work with beer and liquor sales representatives to provide value added promotions for our guests in both Wilf's Restaurant & Bar and Turret Night Club
- Recommend and actively look for improvements to structure and operations of Wilf's Restaurant and Bar, and the Turret Night Club where required
- Look for constant innovation and improvement to products, customer service and facilities within Hospitality Services
- Implement a comprehensive marketing plan for Wilf's Restaurant and Bar, and the Turret Night Club as part of the hospitality team on a yearly basis
- Work as part of the hospitality team to pursue contract events and catering opportunities in support of the profit goals of the hospitality team
- Develop, implement and ensure compliance of operating policies and procedures with respect to the hospitality service team

TIME COMMITMENT

The Wilf's Restaurant and Bar/Turret Night Club Operations Manager is a full-time position, with an expectation to work 45 hours a week. Working hours will change pending events, and late evenings and weekends are to be expected.

COMMITTEE MEMBERSHIP

- Any committee as requested or appointed to by the Director, Hospitality Services

OCCUPATIONAL HEALTH & SAFETY

The Management Team of the Students' Union is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. The Students' Union will make every effort to provide a safe, healthy working environment. All managers, supervisors and workers must be dedicated to the continuing objective of reducing risk of injury.