

## **Ryerson Student Centre Job Posting**

**Job Title: Assistant Restaurant Manager**

**Reporting to: Restaurant Manager**

**Posting Date: January 31, 2018**

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The Ryerson Student Centre is the main hub of campus life on our busy downtown campus. It is home to the university's two main students' unions, their affiliated campus groups and services, and provides students with affordable, fresh food and beverages in The Ram in the Rye pub and The Oakham Cafe. The Student Centre also provides its academic and local community with access to fully equipped meeting and conference rooms, and in-house catering options.

The Assistant Restaurant Manager provides leadership and support for the restaurant operations.

The Assistant Manager shall be responsible for the following areas and tasks:

- Assists in the management and operation of Oakham Café, the Ram in the Rye and Conference Services in accordance with the Ryerson Student Centre's policies and procedures.
- Assists in managing employee relations within the food and beverage operations outlined above including scheduling, recruitment, hiring, promotion/demotion, discipline, discharge and adjusting staffing levels when necessary.
- Assists in the development and implementation of training plans for staff related to customer service, food quality and consistency, cash handling, health and safety, risk management, and liquor liability in accordance with the Ryerson Student Centre's policies and procedures.
- Works with Management and Ryerson Security to ensure all applicable laws and Ryerson and Ryerson Student Centre policies and procedures are enforced to ensure the safety of students, staff and the Ryerson Community.
- Assist in the establishment of standards related to customer service and product quality. Develop and implement plans for achieving such standards. Assist in the resolution of customer complaints or disputes in accordance with those standards and Ryerson Student Centre policies and procedures.
- Ensure compliance of all operations with the applicable laws of Canada, the Province of Ontario, and the City of Toronto including but not limited to those regulations provided by Toronto Public Health, the Alcohol and Gaming Commission of Ontario, the Ministry of Labour, Human Rights Tribunal, etc.

In conjunction with Management, coordinate issues related to the Ryerson Student Centre's liquor license, including communicating with the University License holder as required.

- Assists Management with purchasing and accurate tracking of inventory and related supplies.
- Stay up-to-date with competitors, new products, services, promotions, seasonal trends in the hospitality industry.
- Assists in the development of menus and pricing in consultation with Management.
- Assists Management in the development, maintenance and evaluation of relationships with vendors and suppliers. Assists the Restaurant Manager to ensure the Ryerson Student Centre can leverage key relationships through vendors and suppliers marketing and promotional budgets.
- In conjunction with Management, work with the on-campus student unions, building tenants, campus groups and external clients to ensure that programming objectives are met.
- Assists Management with the creation and organization of events and other programming in the Ryerson Student Centre including but not limited to the Ram in the Rye and Oakham Café.
- Assists Management with the marketing of the Ryerson Student Centre including but not limited to the Ram in the Rye and Oakham Café as well any related social media properties.
- Assists Management to ensure that all internal controls and procedures related to cash handling and loss-reduction are implemented and that any related issues are dealt with in a timely and effective manner.
- Assists Management with the implementation and maintenance of the Point of the Sale System, Debit and Credit System and Event Management System etc.
- Assist Management to ensure the overall function, appearance and well-being of the facilities meet established standards, and work to maintain a positive work space and friendly student atmosphere;
- This position reports to the Food and Beverage Manager.
- Other duties as assigned.
- Act as an effective ambassador for the Employer.

**POSITION REQUIREMENTS:**

- Minimum 2 years' experience of management experience;
- Minimum 2-year diploma in Hospitality Management programme or equivalent experience;
- Experience supervising full and part time staff (in a unionized environment is an asset);
- Demonstrated leadership skills via education and experience in a diverse and student focused environment;
- Excellent organizational skills and the ability to work within deadlines in a multi-faceted work environment;
- Graphic design skills are an asset;
- Superior oral and written communication;
- Dedication, commitment and a willingness to work flexible hours and overtime when necessary;
- Strong planning and time management skills;
- Able to prioritize multiple tasks;
- Able to work independently and as a member of a team;
- Food Handlers and Smart Serve certification required.

**POSITION:** 3-month contract with possibility of renewal (March 2018-May 2018)

**HOURS:** Full-time (mainly evenings and nights)

**COMPENSATION:** Competitive salary plus benefits

**EQUITY STATEMENT**

The Ryerson Student Centre is committed to employment equity and encourages applications from diverse communities, including: Aboriginal people, persons of colour, persons with disabilities, members of the queer community, Transgender people and women.

Persons with disabilities are encouraged to come forward at any stage of the recruitment process to request accommodations, if needed. Members of our team will consult and create processes that provide individuals with disabilities the best possible recruitment experience.

**APPLYING:**

We thank all who apply, however only qualified candidates will be contacted for an interview.

Please submit resume and cover letter (One document in Word or PDF Format) to Daniela Trozzolo, Restaurant Manager at [jobs@ryersonstudentcentre.ca](mailto:jobs@ryersonstudentcentre.ca) (Subject Line – Assistant Restaurant Manager Job Posting). No phone calls please.