

TITLE: Manager – Royal Bistro (Permanent Full Time)

TEAM: Business Enterprises, KGH Foundation

SUMMARY

The position is responsible for the day-to-day operations of the Royal Bistro/Centennial Mercantile Gift Shoppe which are part of the Business Enterprises network owned and operated by the KGH Foundation. The purpose of this position is to work in the venues alongside the volunteer workforce to ensure that the businesses runs effectively, efficiently, profitably and safely. As on onsite presence, the Manager will be able to establish a positive rapport with the volunteers and connect their work to the Mission, Vision and Values of the Foundation. This is a fun, dynamic and rewarding role that is never the same from day to day. In addition to managing a wide range of volunteers, the Manager serves as the Foundation ambassador and interacts daily with patients, families, visitors, medical practitioners, KGH/IH Administrators and many others. The venues are a valuable revenue stream for the Foundation and the Manager plays a significant role in ensuring the businesses grow and remain profitable.

CORE COMPETENCIES

- Solid understanding of food service industry standards
- Accountable and Dependable
- Ability to lead a volunteer workforce
- Excellent time management skills
- Proven ability to “go with the flow”
- Proven ability to multitask
- Critical Solution Thinking/Problem-solving
- Ability to stay calm under pressure
- Excellent professional and diplomatic skills
- Excellent written and oral communications skills
- Customer service oriented
- Team player
- Excellent people skills / sense of humour
- Significant ability to manage varied tasks simultaneously

KEY RESPONSIBILITIES

- On-site management of venues and volunteer workforce – participating in every facet of the business operations
- Time division: approx. 85% in-venue work, 15% administration/scheduling

- Food and beverage prep and service
- Managing repairs and maintenance of the venue equipment
- Ensure processes are followed to ensure the safety, privacy and dignity of the volunteers and customers.
- Ensuring venues are offering a high level of service / Quality control
- Engage with KGH Staff, visitors and patients
- IT support for Moneris & Touch Bistro, Better Impact, software
- Purchasing, pricing, receiving and merchandising/Inventory & Quality control in consultation with Senior Dir., Business Enterprises
- Assist with monthly, quarterly and annual Budgets
- Cash Reconciliation
- Scheduling
- Maintain a positive relationship with KGH – Volunteer Services Coordinators
- Create a fun and engaging volunteer experience
- Train and supervise volunteers in the venue(s)
- Participate in the venue Risk Assessment processes

REQUIREMENTS

- Valid Food Safe Certificate
- Previous volunteer management experience an asset
- Experience in the Food/Beverage Sector accompanied by some retail experience an asset
- Ability to operate POS Systems/Moneris and Better Impact computer software
- Valid Driver License and access to a vehicle
- Administrative skills (an asset) – including Microsoft Office, phone skills and
- Must be able to lift up to 20 pounds
- Must be able to stand for long periods of time
- Must be able to provide a clean Criminal Record Check including ability to work with minors and vulnerable adults
- Proof of having received two doses of an approved Covid vaccination

Working Conditions

- Able to stand for long periods of time
- Able to work in a small space and around hot water, steam, food prep equipment
- Work within a healthcare environment