



## POSITION DESCRIPTION

Position Title: Manager  
Department: Den & Black Lounge Restaurant  
Employment Type: Full-time

### POSITION SUMMARY

This role oversees the operational facets for the Den & Black Lounge including financial targets and performance, service standards, marketing and promotional plans, and management of staffing, security, and safety. The position reports directly to the Director, Food & Beverage Operations.

The position regularly interacts with customers to gauge service levels, responds to and resolves complaints or concerns and manages security and safety in partnership with external organizations such as Campus Security, the Calgary Police Service, the Calgary Fire Department and the Alberta Liquor Gaming Commission (AGLC).

This role is expected to contribute to the development of strategic initiatives for the Den & Black Lounge, including:

- business plan development and review,
- implementing production, productivity, quality, and customer service standards and identifying trends and action plans for improvements,
- financial objectives including forecasting requirements, food and liquor ordering, inventory, controlling and reviewing costs of goods, loss management, labour and expenses, and analyzing variances, and
- creating an inclusive, safe, and welcoming workplace culture for all employees and customers.

### KEY RESPONSIBILITIES

- Recruit, train, and develop staff on guest service principles and practices organizing and running new hire orientations, providing coaching and ongoing feedback, outlining performance expectations, and conducting annual performance reviews.
- Schedule staff, in alignment with the annual budget, to ensure proper coverage throughout peak times. Monitor and process payroll information.
- Provide ongoing training and coaching of staff to increase customer service levels and staff knowledge in the areas of alcohol awareness and server intervention.
- Ensure the restaurant opening and closing requirements are met.
- Delegate tasks and follow up to ensure staff are meeting the operational expectations for food preparation and delivery, service time, restaurant cleanliness, and customer service.

- Maintain high quality standards by monitoring and improving FOH procedures and execution.
- Update the POS system as required.
- Manage and account for cash floats and shortages.
- Lead month-end inventory and reconciliation for liquor and restaurant supplies.
- Organize and execute in-house promotions and special events.
- Create and maintain preventative maintenance programs and coordinate repairs with the Students' Union Facilities team.
- Act as a zone fire warden and work as part of the evacuation team in case of fire, or any other type of emergency. Ensure completion of detailed reports related to security and medical incidents.
- Co-ordinate staff training and maintain up to date records for programs such as WHMIS, ProServe, ProTect, bystander intervention, safe food handling, and other Students' Union mandated courses.
- Complete the annual Best Bar None program application and inspection process. Ensure that requirements are upheld throughout the year.

#### **REQUIRED COMPETENCIES**

- Strong team player with the ability to lead and motivate
- Confident, self-motivated, and enthusiastic
- Strong communication skills, organizational skills, and financial aptitude
- Outstanding customer service orientation
- Sales and marketing knowledge including familiarity with social media strategies
- Ability to work under pressure and deal with stressful situations during busy periods
- Physically able to perform work; able to stand/walk for extended periods and lift or move objects up to 40 lbs.
- Available to work day and night shifts, including weekends and holidays, as the business requires

#### **EDUCATION AND EXPERIENCE**

- A diploma or degree in food and beverage or hospitality management is preferred. A combination of education and experience will be considered.
- Three (3) years plus experience working in a restaurant/bar, at a supervisory level, gained within a high-volume food and beverage service environment.
- Familiarity with the coordination of deliveries and take-out using third party platforms and/or restaurant website.
- Involvement organizing live music events, including the management and set-up of audio equipment, would be a benefit.
- Valid ProServe, CPR, emergency first aid, and WHMIS certification required. Self-defense courses/certification would be considered an asset.