

<b>Job Title:</b>	<b><i>Kitchen Manager, Food &amp; Beverage (Gateway)</i></b>
<b>Reports to:</b>	<i>Senior Manager, Food &amp; Beverage (Gateway)</i>
<b>Direct Reports:</b>	<i>Line Cooks, Kitchen Supervisors, Dishwasher</i>
<b>Position Type:</b>	<i>Full-Time, Permanent Salaried</i>
<b>Travel Required</b>	<i>Minimal (Conferences, Training, Etc.)</i>
<b>Location of Work</b>	<i>The Gateway Restaurant and Bar -SAIT Main Campus</i>

### Job Purpose

Reporting to the Senior Manager Food & Beverage this position is responsible for managing the day-to-day operation of the Kitchen in The Gateway Restaurant & Bar in order to ensure that an exceptional level of customer service and quality product is provided to all patrons. Additionally, this position is accountable for assisting all Saitsa venues and tasked with managing food production for large volume sales and events.

### Duties and Responsibilities

#### Leadership

- Manages the day-to-day operations of the Gateway Kitchen, which includes recruitment, training, scheduling, motivation, evaluation and discipline of all back of house staff (BOH) with consultation of their direct report.
- Collaborates on development and executes menu items that support the organizations values and direction for sustainability.
- Collaborates on menu pricing, executing proper margins for menu costing and maintaining cost control procedures.
- Setting pars and menu recipes. Updating them as needed throughout the term.
- Negotiates supplier agreement for BOH in conjunction with the Senior Manager, Food & Beverage as required (including Director Business & Development where appropriate).
- Ensures The Gateway kitchen upholds and works towards finding new, innovative, and economically reductive ways to support its sustainability vision.

#### Quality Control and Regulatory Compliance

- Ensures quality menu creation, impeccable cleanliness and safety awareness.
- Adheres to SAITSA's inventory controls to ensure the venue operates at maximum efficiency.
- Establishes and enforces appearance and dress codes for staff.
- The ability to work on-the-line ensuring cooks and supervisors are constantly maintaining a high-quality product coming out of the kitchen.
- Ensures the kitchen is operating within all guidelines of all National (WHIMIS), Provincial, local by-laws, SAITSA/SAIT Policies & Procedures and AGLC license requirements. Reporting any discrepancies to the Senior Manager, Food & Beverage.
- Oversees the ordering and delivery of all large-scale food orders for SAITSA sanctioned events, and functions.
- Repairs and maintains all BOH equipment and other fixtures as required.

### Training

- Develops and maintains a staff training program/manual to ensure that an exceptional level of customer service is maintained
- In conjunction with the Senior Manager Food & Beverage, oversee larger scale venue training with a menu roll out once a year and ensuring menu knowledge is approachable and available to all Gateway and SAITSA staff.
- Develops training/leadership opportunities in conjunction with the Senior Manager, Food & Beverage to help create a self-sustaining team.
- Ensures the appropriate staff members are properly trained at executing high level performance items such as action stations and cooking within public view along with ensuring all staff have appropriate certifications

### Finance

- Collaborates on development of The Gateway budget in regard to food sales, cost of food and maintenance costs.
- Manages all inventories and appropriate COGS as determined by the budget that is developed in conjunction with the Senior Manager, Food and Beverage.
- Codes and authorizes department expenditures and reviews financial statements in order to identify problems and ensures the operation is meeting budget and margin targets are achieved.
- Monitors the financial costs of goods for the gateway kitchen and reports variances to the Senior Manager, Food & Beverage.
- Recommends cost effective measures for venue operations as well as proposes changes to the functional activities and promotions as appropriate.

### Human Resources

- Attends and helps organize a minimum of 1 staff meeting per 2 months of operation (summer months excluded).
- Reviews (performance) all BOH staff a minimum of 1 time per semester (summer months excluded). This is to include a mandatory review of all newly hired staff within 8 weeks of commencing employment.
- Contributes to the development of appropriate job descriptions as well as policies and procedures regarding the Gateway Restaurant and Bar
- Responsible for being an active member in the SAITSA community
- Co-ordinates staff incentives for the BOH in conjunction with the Senior Manager, Food & Beverage.

### Student Experience

- Assists in food related events put on by SAITSA for students and community

### Event Planning and Management

- Accountable for menu execution in The Gateway (preplanning menu, special ordering, set up, staffing, food quality, take down)

- Accountable for ordering and monitoring of food and kitchen supplies for The Gateway and Catering Events.
- Develops and maintains catering menu in conjunction with the Senior Manager, Food & Beverage.
- Consults on promotion of events for the venue.

### Qualifications

#### Education and Experience

- High School Diploma-Grade 12
- Minimum 3-5 years working in a kitchen environment in varied positions including: food preparation, line cook and expeditor.
- Minimum 3-5 years of recent experience in supervisory/management role
- 1-3 years catering experience and/or working in a venue that catered events up to 200 people

#### Job Skills and Abilities

- Demonstrated ability to perform multiple tasks in an environment where priorities can change rapidly.
- Performs well under pressure.
- Demonstrated ability to manage a team and perform all kitchen related duties to a high standard.
- Strong leadership qualities and motivational skills
- Proficient time management skills and the ability to anticipate and manage a changing workflow to ensure deadlines are met.
- Excellent oral and written communication skills.
- Accomplished competency in food safety procedures and execution.
- Good analytical and problem-solving skills.
- Demonstrated interpersonal skills.
- Creativity and adaptability.
- Must be willing to work certain evening, weekend events

#### Personal Characteristics

The **Kitchen Manager** should demonstrate competence in some or all of the following:

- **Adaptability:** Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency
- **Behave Ethically:** Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques
- **Creativity/Innovation:** Develop new and unique ways to improve operations of the

- organization and to create new opportunities
- **Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters
  - **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness
  - **Leadership:** Positively influence others to achieve results that are in the best interest of the organization.
  - **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization
  - **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
  - **Plan:** Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results
  - **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem
  - **Think Strategically:** Assesses options and actions based on trends and conditions in the environment, and the vision and values of the organization

### Licenses and Certifications

- Valid Driver's License, Current Food Safety, ProTech, ProServe First Aid/AED.
- Must pass criminal background check prior to first day in the position.

### Working Environment

Working environment is primarily in a climate controlled environment with potential safety/health hazards that must be minimized. Sedentary, sitting, walking, lifting items of 40 lbs +, reading and computer use. Work is varied depending upon the time of year which will include evenings/weekends during high demand periods. Occasional overnight travel to attend conferences and training.

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All application documents can be sent to Alyson Murray, Manager of Staff Experience at [alyson.murray@edu.sait.ca](mailto:alyson.murray@edu.sait.ca) by 4:00pm on August 16<sup>th</sup>, 2021.