

**JOB DESCRIPTION**  
**UNIVERSITY STUDENTS' COUNCIL OF THE UNIVERSITY OF WESTERN ONTARIO**

<b>JOB TITLE:</b> Kitchen Manager The Spoke	<b>IMMEDIATE SUPERVISOR:</b> Site Manager Spoke
<b>DIVISION/DEPARTMENT:</b> Food and Beverage Operations	<b>EFFECTIVE DATE:</b> May 1, 2015

**POSITION SUMMARY:** To be responsible for the daily execution of the foodservice menus within the kitchen and café operations at the Spoke. To ensure high quality food and non-alcoholic beverages are prepared and served in an efficient manner while providing remarkable customer service and striving to find cost efficiencies. This position will assist in meeting budget targets through controlling food & labour costs and the supervision of the kitchen staff in accordance with applicable legislation and USC Policies and Procedures.

POSITION RESPONSIBILITIES	STANDARDS
<p>To perform the roles of Kitchen Manager The Spoke successfully, an individual must be able to perform each essential responsibility satisfactorily. These requirements are representative, but not all-inclusive, of the knowledge, skill, and ability required as the Kitchen Manager The Spoke.</p> <p><b>1. MANAGERIAL RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• Complete all necessary training and evaluation of the kitchen/café staff, in conjunction with the Spoke Site Manager.</li> <li>• Recruit, screen, select, train and discipline, if necessary, the kitchen &amp; café staff with the Spoke Site Manager as per USC Policies and Procedures.</li> <li>• Assign work, monitor and evaluate performance of all kitchen &amp; café staff.</li> <li>• Responsible for developing training and service materials that will be effectively delivered and executed by all of the kitchen and café staff</li> <li>• Assist in the development, recommendations and execution of the annual and three year rolling budget for the Spoke.</li> <li>• Assign work, monitor and evaluate performance of Front of House staff in the event that a Site Manager or the Food and Beverage Manager are absent.</li> <li>• Attend and contribute to bi-weekly spoke management meetings</li> <li>• Prepare and conduct regular meetings with the café and kitchen</li> </ul>	<p>ongoing</p> <p>ongoing</p> <p>ongoing</p> <p>ongoing</p> <p>annually</p> <p>as needed</p> <p>ongoing</p> <p>as required</p>

supervisory teams.	
<b>2. OPERATIONAL RESPONSIBILITIES</b>	
<ul style="list-style-type: none"> <li>• Ensure the health and safety of employees and patrons during day-to-day operations and for special events in full compliance with USC policies and government regulations</li> </ul>	ongoing
<ul style="list-style-type: none"> <li>• Work in an online leadership role in the production of food within the café and spoke kitchens</li> </ul>	ongoing
<ul style="list-style-type: none"> <li>• Ensure that staff are executing on quality control, recipe adherence and proper portion size for every guest.</li> </ul>	daily
<ul style="list-style-type: none"> <li>• Achieve and/or exceed daily/monthly budget targets through controlling labour and food costs.</li> </ul>	daily
<ul style="list-style-type: none"> <li>• Produce and/or exceed daily/monthly budget targets through controlling labour and food costs.</li> </ul>	ongoing
<ul style="list-style-type: none"> <li>• Production of all necessary training materials for part-time kitchen/café staff and supervisors.</li> </ul>	ongoing
<ul style="list-style-type: none"> <li>• Assist the Spoke Site Manager in meeting profitability targets set out in the budget for labour, food cost and other operational expenses pertaining to the BOH operations</li> </ul>	ongoing
<ul style="list-style-type: none"> <li>• Maintain an excellent guest experience for all patrons by striving for remarkable service and guest satisfaction.</li> </ul>	ongoing
<ul style="list-style-type: none"> <li>• Conduct physical inventories and reconcile counts by location.</li> </ul>	as required
<ul style="list-style-type: none"> <li>• Responsible for the ordering of all food and food related products for the Spoke kitchen and café. Ensuring that appropriate par levels are set and we do not carry an excess of inventory without running short.</li> </ul>	ongoing
<ul style="list-style-type: none"> <li>• Responsible for completing the daily prep list to be completed in the Wave prep kitchen. Appropriate par levels must be set and maintained in order to reduce waste and maximize freshness.</li> </ul>	ongoing
<ul style="list-style-type: none"> <li>• Schedule all part-time kitchen &amp; café staff through our scheduling program and ensuring proper labour forecasting to sales projections and budget targets.</li> </ul>	ongoing
<ul style="list-style-type: none"> <li>• Ensure accurate and timely input of all part-time labour. Track and evaluate part-time labour costs in accordance with pre-determined budget targets.</li> </ul>	ongoing
<ul style="list-style-type: none"> <li>• Responsible for the development, training and oversight of a supervisor team for the Spoke kitchen and café.</li> </ul>	ongoing
<ul style="list-style-type: none"> <li>• Work with the Spoke site manager/ F&amp;B manager to create new and exciting menus &amp; features for the kitchen and café operations</li> </ul>	as required

<ul style="list-style-type: none"> <li>• Ensure all catering orders are prepared and delivered to designated area on time.</li> </ul>	as required
<p><b>3. REGULATIONS</b></p> <ul style="list-style-type: none"> <li>• Responsible for becoming familiar with and complying with the Liquor License Act, and the policies and procedures of the University Students' Council.</li> <li>• First Aid Certified</li> <li>• WHMIS trained</li> <li>• Health and Safety training as per the OHSA</li> <li>• Fire safety trained</li> <li>• Smart Serve trained</li> <li>• Food Safety Certified</li> </ul>	<p>Ongoing</p> <p>Every three years</p> <p>Annual</p> <p>Annual</p> <p>As required</p> <p>As required</p> <p>As required</p>
<p><b>4. MEETINGS</b></p> <ul style="list-style-type: none"> <li>• Attend as required by the Site Manager / F &amp; B manager</li> </ul>	ongoing
<p><b>6. PLANNING</b></p> <ul style="list-style-type: none"> <li>• Assist in long-term planning and strategies for The Spoke</li> </ul>	as required
<p><b>8. OTHER DUTIES AS ASSIGNED</b></p> <p>The Kitchen Manager The Spoke assumes other responsibilities as assigned by the Spoke Site Manager / F &amp; B Manager</p>	As required

REPORTS TO: Spoke Site Manager

RESPONSIBLE FOR: All Spoke Kitchen & Café part-time staff and supervisors

EDUCATION: Minimum 2-year diploma in hospitality management or equivalent, minimum of 4 years Kitchen Supervisory experience and minimum of five years line applicable cooking experience.

EXPERIENCE: Five years' experience in the hospitality industry with a focus on the bar and restaurant sector is preferred. Experience in supervision of more than 20 kitchen employees.

[NOTE: MAY USE EQUIVALENT COMBINATION OF EDUCATION/EXPERIENCE.]

**WORKING CONDITIONS:** Long, irregular working hours, frequent exposure to extreme temperatures. Long periods of standing and sitting, and long periods of moderate to intense concentration.