



## WE ARE HIRING A SPOKE KITCHEN MANAGER!

### **We're hiring for attitude: great communicators apply within.**

Our Spoke operation continues to expand and defy the odds on a campus overflowing with café & fast casual food options.

Our commitment to high quality offerings, relaxed student atmosphere, fair trade products and outstanding customer service has made us one of the most popular destinations on campus at Western University. Although the Spoke brand is legendary and a campus institution, over the last 5 year we have made significant changes to our business model in order to appeal to a new generation of Western students. These changes in food offerings, customer experience and quality have seen us grow the Spoke from a busy pub to one of the busiest fast casual food operations in London. Our Café continues to dominate the growth segment within the Spoke and we are now looking to transition the Spoke kitchen food concept to keep up with current trends and customer demands.

You'll be playing a pivotal role in leading the Spoke BOH food operations as we continue to develop our concept, introduce new and better methods to better serve the Western community. You will also manage day to day operations, recruit select and train staff, create new and exciting menu options, and build on our already high service standards. We need a strong leader who will take initiative, tackle problems, create innovative food offerings, and keep things running smoothly.

## About You

THIS JOB IS NOT FOR EVERYBODY (in fact, it is not for most)

You're motivated, always looking for opportunities and new projects. Happy to work on a team as well as alone sometimes.

You get the promptness thing. You're early, ready, and clear headed pretty much all of the time.

You see the details that other people miss and understand how important they are to our success.



"There's no magic to magic, it's all in the details." – Walt Disney

You can handle honest (maybe blunt) feedback because you know it makes you better, and you strive to be better every day.

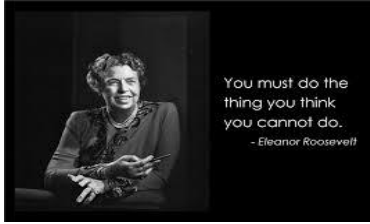
You are passionate about the food service industry and are ready to learn from a team who have decades of collective food service experience.

You get that this is a student first organization and that a big part of what we do is mentoring young workers, teaching life skill and providing a safe, inclusive work environment.

You are an organized thinker and doer. Your focus is execution and you are able to take a goal and put it into action on a deadline.

You are somewhat tech savvy and can put together nice looking documents, spreadsheets and presentations. You can run effective staff meetings and training sessions that result in better more efficient execution in our operation.

Above all we are looking for positive attitude. We need someone who can accept critical feedback, then learn and grow from it; a teacher who can take all of this experience and continue to pass it on to our team.



## **ABOUT US**

The Spoke is an independent operation owned by the University Students' Council at Western University. The Spoke is made up of 4 key components... a busy pub style bar, student lounge space with weekly live entertainment, upscale café & fast food kitchen. We have a wide variety of menu items from specialty bagels, sandwiches, fair trade and organic coffee, smoothies & baked goods at the café & great wraps, burgers, poutines, nachos and pizza in the Spoke kitchen. We take pride in the fact that our bagels are the most tweeted about topic on campus.

Being an independent operation, we are quick to react to changes and trends in the market and have creative freedom to be innovative with our menu items and specials. We service 2500+ students and faculty per day as well as selling over 1000 bagels and hundreds of pita wraps.

Our management team operates like a family and we expect honesty, respect, and consistency every day you come to work without exception. Our ultimate vision is to provide remarkable service and food and to remain on the cutting edge in an ever changing student driven marketplace.

## **WHAT'S IN IT FOR YOU?**

If you are hungry for a challenge and good business experience, you couldn't pick a better time to join us. You'll have the opportunity to develop your skills as a food service manager in one of the busiest operations in the city. The ability to work alongside and learn from quality managers & chefs who have been in the industry for many, many years while working for a business that at its core, values ongoing professional development.

We believe that if you give the right amount of effort to us, you will become not only a great manager, but a stronger and more capable person. We could go on about the personal rewards that come from working with our team to balance out the high expectations that come with this position, but we really think doing so would be a waste of time. By this point in the letter you either get it or you do not!

## **WHAT'S THE CATCH**

Well, for starters it will be hard work. You will be expected to be the hardest working person in the Spoke kitchen operations at all times. Training will dominate your life as our next school year is coming fast and you must be up to speed & ready to train a new crop of staff and supervisors. You will be expected to take charge of your own training and be proactive in your success. We expect our managers to do any job that we ask of our staff and have a “whatever it takes attitude”. We do not punch a clock and this cannot be “just a job” or a second gig. You’ll need to be present and alert every day to succeed in this role. You have to be able to dress like a professional adult and at times will be expected to work a varied schedule which you may have to work an early morning after closing the night before. You will always lead by example and hold all of our staff accountable to our standards at all times.

You must create an inclusive atmosphere that values learning and development above anything else. We are only as strong as our worst team player. Team morale is important in delivering on our mission and each one of our staff must feel heard, important and have buy-in to the overall mission.

If you think any part of this paragraph is unfair or excessive, you need to find another job because we think this all sounds like fun.

The compensation package is competitive and we will set performance goals and regular feedback that will give you a path to excel and advance.

## **HOW DO YOU GET THE GIG?**

To apply for the role, create a word doc with:

- A unique cover letter that explains why you would be perfect for this position
- Include your two and five year goals for yourself and the operation
- Explain why you are a good fit for a leadership role
- Explain 3 pieces of work in the industry you are proud of
- Anything else you are particularly proud of

An important part of this job is written and verbal communication, so show us you really want this.

Email the above one page word document to Mark Leonard at [mleonar4@uwo.ca](mailto:mleonar4@uwo.ca)