JOB POSTING
July 27th, 2022

Bar Manager, The Wave
Full-time Position

The University Students’ Council at Western University is seeking a full-time Bar Manager with the Wave Restaurant on a full time basis.

The Bar Manager will plan, oversee and execute the activities of the restaurant with a focus on the Wave’s Bar program. The Bar Manager will be responsible for daily shift management which will include oversight of all FOH staff and restaurant activities. They will provide a high level of customer service and strive for excellent guest satisfaction. They will also assist in expediting food and beverage items from the kitchen and the bar, while ensuring a high quality consistent product. The Bar Manager is responsible for monthly inventory, training and development of part-time FOH staff with a focus on bartenders, and ordering of products for the bar. They will also assist the FOH Operations Manager in the development of beverage menus. This role will assist in managing evening programming and night events that take place in the Wave and at times other USC event locations.

The successful candidate must have a minimum of 2 years supervisory experience in a high volume, fast paced hospitality environment. A post secondary diploma/ degree in a hospitality related study is an asset. They must possess a passion for food and beverage and delivering exceptional customer service. They must have the ability to identify opportunities for improvement, while being open to trying new ideas and working methods.

The Bar Manager, will work a varied schedule with a primary focus on evening, weekend and night events. A flexible schedule is required for this position.

Please submit your application by August 14 at 11:59 p.m. at: https://westernusc.forms-db.com/view.php?id=454526

USC People and Development
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The University Students’ Council of the University of Western Ontario is an equal opportunity employer. The USC is committed to providing accommodations to those with disabilities. If you require an accommodation, we will work with you to meet your needs.
University Students’ Council – Position Description

Position Title: Bar Manager, The Wave
Supervisor: FOH Operations Manager

OVERVIEW

About the Organization

The University Students’ Council (USC) is the official student association for more than 30,000 undergraduate students at Western University. Incorporated in 1965, we are widely viewed as one of the most reputable and effective student associations in North America. With a $30 million dollar operating budget, 40 full-time staff, and hundreds of part-time student staff and volunteers, the USC provides a robust offering of programs, services, and operations that significantly contributes to Western’s best student experience.

We own and operate two restaurants, and a clothing store; we facilitate the undergraduate health and dental plan, the student transit pass, and late night shuttle busses; we run major events including Western’s Orientation Program, the Purple Concert Series, and Beer Fest; we provide peer support through a comprehensive peer network, the Peer Support Centre, and our on-campus Food Bank; and at our core, we are an advocacy organization, representing the voices of Western undergraduates to the university and all levels of government.

About the Role

The Bar Manager will plan, oversee and execute the activities of the restaurant with a focus on the Wave’s Bar program. The Bar Manager will be responsible for daily shift management which will include oversight of all FOH staff and restaurant activities. They will provide a high level of customer service and strive for excellent guest satisfaction. They will also assist in expediting food and beverage items from the kitchen and the bar, while ensuring a high quality consistent product.

The Bar Manager is responsible for monthly inventory, training and development of part-time FOH staff with a focus on bartenders, and ordering of products for the Bar. They will also assist the FOH Operations Manager in the development of different beverage menus. This role will assist in managing evening programming and night events that take place in the Wave and at times other USC event locations.

DUTIES AND RESPONSIBILITIES

Operational

- Direct on shift management of the Wave dining room. This includes managing customer flow and seating, reservations, large party execution, food & beverage quality control and overall customer experience. Assist in expediting food and beverages as needed.
- Ensure daily execution of the USC’s Safe Alcohol program at the Wave.
- Ensure completion of all closing duties.
- Ensure all onshift catering is set up and executed to meet customer specifications as detailed and communicated on the Service Agreement
- Ordering of products for the Bar
- Assist the FOH Operations Manager in the creation of the bar menu

Customer Experience
- Effectively deal with and remedy any onshift customer complaints
- Strive for maximum efficiency and continual improvement of staff productivity
- Perform table visits during each shift to check in to ensure the quality of the Wave customer experience. Follow up on any consistent deficiencies with Service and Kitchen staff.

Financial
- Reconcile all tills and cashouts to daily sales reads and ensure the completion of all EOD financial reports
- Complete daily labour cards/ make punch adjustments if required
- Ensure daily counting of all Bar products through the Wave inventory management software and follow up on any discrepancies
- Reconcile and track daily all Western One transactions and ensure all receipts are signed and free of alcohol purchases
- Meet financial and labour targets. Follow up on any issues and discrepancies.

Student Development / Training
- Assist the FOH Management team and People and Development to recruit, interview, hire and discipline when necessary, part-time FOH hourly team members
- Assist with performance development for Wave Bar and Service staff
- Motivate and train all Wave FOH staff/ Bar staff using the Wave’s Learning Management System/ in person training
- Assist in the development of all Wave Bar training programs
  - Maintain recipe specs and procedure for all Wave signature cocktails.

Cleaning, Maintenance and Health & Safety
- Ensure the Occupational Health & Safety Act, local health and safety codes, as well as USC Health and Safety Security policies are adhered to
- Promptly complete incident reports / forms for all accidents, injuries and incidents that take place in the Wave and notify Senior Manager of any incident of injury, violence, harassment or other significant occurrence
- Execute daily, weekly and monthly FOH cleaning lists
- De-escalate conflict between staff and customers, supporting Wave staff when dealing with difficult customers. Use third party security or CCPS to eject any unruly patrons. Use the Safe Way Home program when patrons are removed, and may not be able to get home safely.
- Ensure proper cleaning and preventative maintenance of the Bar / catering areas, glass dishwasher, alcohol storage areas and the dining room.
Sustainability

- Ensure proper execution of all FOH recycling and composting stations. Train staff on proper sorting of compost, recycling and garbage and create a plan for waste diversion for events. Ensure clear signage is in place to ensure proper sorting of disposed items.

Other:

- Collaborate with other members of the Wave and Spoke to execute departmental objectives.

Qualifications

Experience:

- High School diploma or equivalent is required
- Post Secondary diploma/degree in hospitality related study is an asset
- Minimum 2 years supervisory experience in a high volume, fast paced hospitality environment
- A passion for beverage, food and service is a must

Skills/Abilities:

- Must be proficient with software including Word, Excel, Powerpoint and Google applications. Must have the ability to utilize computerized business tools such as learning management systems, POS, inventory management software and other appropriate online tools.
- This position requires someone with the ability to read budgets and financial statements, and work accurately with cash.
- This position requires excellent written, verbal and group communication skills.
- This position requires strong problem solving and decision making skills, with the ability to be flexible and adaptive in a given situation.
- Ability to remain calm and professional in a stressful fast pace work environment. The ability to de-escalate and resolve conflict with customers, Wave employees and fellow USC managers, which could involve irate or possibly intoxicated patrons or high stress situations.

Working conditions

This position will require long periods of standing on hard surfaces and dealing with difficult or potentially irate customers. There is also likely to be extensive lifting of supplies and materials and moderate to loud noise. There will be constant exposure to hot equipment and oil throughout the workday.

Irregular work schedule, availability to work flexible shifts including days, nights, weekends and holidays as required. The Bar Manager, will work a varied schedule with a primary focus on evening, weekend and night events.

Additional benefits

Cell phone stipend, Health and Dental benefits, Wellness benefits, vacation and flex days, Group Pension/RRSP, Merit Bonus, Professional Development, Competitive Salary.