



## **Vancouver Curling Club**

---

**JOB TITLE: Lounge Manager**

**REPORTS TO: General Manager**

### **Summary:**

Reporting to the General Manager, the Lounge Manager (LM) is responsible for overseeing daily operations of the Vancouver Curling Club Lounge, its business performance, administration (inventory, sales and profitability analysis, reports) as well as maintaining high standards of food, service, health and safety. In addition, the Lounge Manager ensures the lounge team provides a high quality of food, beverage and service in an efficient and friendly manner to the members and guests of the Vancouver Curling Club.

This position Full Time with a salary of \$32,500 - \$37,500 from August 1st – May 7<sup>th</sup> (40 Weeks). With an hourly wage of \$18 to \$22 per hour during the off season. Wage is based on experience.

Later start dates would be available, if needed to provide current employers proper notice.

### **Responsibilities:**

#### Business activities

- Compare budgets and actuals for area of control – monitor profitability and performance of the lounge and recommend course of action as required.
- Analyse and plan restaurant sales levels and profitability with the General Manager.
- Support General Manager with annual budget preparation.
- Support the development and implementation of all rentals requiring food and beverage service.
- Maintain lounge/food inventory, prepare purchase orders and coordinate delivery/pick-up.
- Verify invoices are received and approved
- Organise marketing activities of food and beverage specials.
- Develop menus with consideration of seasonal changes and weekly specials.
- Prepare daily bar float reconciliation and cash ups effectively and accurately.
- Manage cash handling procedures.
- Be knowledgeable of, and train staff in AccuPOS system.
- Oversight of contract development with food and beverage providers.
- Support General Manager in ensuring lounge meets requirements of its liquor license and is compliant with all other legislation and requirements, and liaise with appropriate LCLB employees as needed.
- Meet with Special Events Committees to ensure support and implementation of Club Bonspiels.
- Additional duties as required

#### Front-of-house

- Actively involved in the management and day to day operations including cooking, bartending, dishwashing and bussing to ensure a high level of customer service is maintained at all times

- Recruit, train and motivate lounge staff to create efficient and friendly service.
- Prepare weekly lounge server schedule.
- Supervise staff and provide regular constructive feedback.
- Ensure all lounge rentals are properly organized and managed.
- Respond to customer complaints in a timely and effective manner.
- Ensure all Lounge staff adheres to VCC personal appearance standards.
- Ensure VCC Policy & Procedures Manual is upheld by Lounge Staff.

#### Housekeeping

- Maintain high standards of quality control and hygiene.
- Establish and enforce health and safety protocols.
- Ensure kitchen and bar equipment is regularly maintained.
- Support the implementation and accomplishment of the annual operations plan.
- Help in any area of the lounge when circumstances dictate.

#### **Experience and Skills:**

- Minimum three to five years of restaurant management experience
- Passion for cooking and serving beverages to steady clientele in a fast-paced environment
- Current Serving It Right and FOODSAFE Level 2 certification
- Organized, goal oriented and ability to multi-task
- Excellent leader with great people skills
- Possess excellent communication and interpersonal skills
- Sound decision making and problem solving
- High level of initiative
- Time management and deadline oriented
- Ability to multitask and work effectively under pressure
- Excellent verbal and written communication skills
- Strong hospitality and guest service skills – enjoys engaging with members and guests
- Ability to attract and retain a strong team

Applicants are encouraged to submit a short cover letter and résumé expressing interest in the position, to [hr@vancurl.com](mailto:hr@vancurl.com).

VCC is an equal opportunity employer. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status, or disability.

We thank all candidates for their interest but only selected candidates will be contacted for an interview. No phone calls please. The competition will remain open until a suitable candidate is found.