

Hospitality Services Manager



POSITION SUMMARY

The Hospitality Services Manager ensures exemplary volume meal preparation, kitchen management and dining room supervision for the assisted living and complex care environment. The Manager supervises cooks, multi-service workers and others in the preparation and service of quality meals that enhance the life quality and peace of mind for tenants. The Manager ensures policies, procedures and standards are in place to support the delivery of quality services that meet or exceed contractual and regulatory requirements

KEY RESPONSIBILITIES

Provides leadership and direction to staff involved in the provision of exemplary food services by fostering and promoting new initiatives; interpreting and implementing policies and procedures; mentoring and role modeling; scheduling and assigning work; and monitoring and evaluating service delivery within the assisted living residence;

Assists the Community Manager with development and organization of staff orientation, in-service training programs, staff performance evaluations and staff development objectives in accordance with inSite human resource policies and procedures. Maintains service consistency and coordinates cross-training initiatives;

In collaboration with the Community Manager, collects and maintains statistical information used to evaluate overall program and cost effectiveness, client satisfaction and compliance with program objectives. Champions quality improvement initiatives that enhance life quality by conducting food preparation and dining audits and managing inventory. Ensures food service operations are managed with the established budget;

Develops, implements and evaluates food service routines, guest meal protocols, standard recipes and HACCP Plans, inventory control systems, menu order guides and on-line ordering, seasonal and special event menu plans and food service policies and procedures. Liaises with suppliers as necessary;

Coordinates and leads "Chef Club" meetings with tenants and their families to solicit input into menu planning, special events, dining room services and meal times. Addresses concerns and ensures services meet tenant needs, choices and interests. Promotes community integration through meal service and special events planning;

Selects, trains, mentors and evaluates cooks and servers to ensure quality service and positive dining experiences are enjoyed by residents. Recommends equipment and smallwares for purchase and prepares initial supply orders; and

Participates in site Occupational Health and Safety Programs, champions workplace safety, follows up on incidents and takes corrective action. Ensures MSDS is current and complete. Provides staff training and liaises with outside agencies to maintain a safe work site.

EDUCATION, QUALIFICATIONS AND EXPERIENCE

- ◆ Extensive experience in volume food preparation and commercial kitchen management preferably in a restaurant/hotel or seniors housing environment; Formal culinary training required. Food Safe Level II required. On-Line ordering experience required.
- ◆ Solid understanding of customer centred service provision consistent with the intent and philosophy of assisted living and in support of exemplary service delivery
- ◆ Demonstrated effectiveness leading complex commercial kitchen operations including menu planning, staff scheduling, ordering and inventory control, budget control and work place safety
- ◆ Ability to lead, organize and/or prepare nutritious and appealing meals and respond to the changing needs and preferences of residents. Willing to travel between sites/corporate office and work flexible hours.
- ◆ Interest and ability to communicate effectively with seniors
- ◆ Thorough knowledge of provincial health, sanitation and safety regulations