

Café Manager

Full-time salaried position

Anticipated start date is mid-November to December 1, 2014

Folio Café will provide food and beverage service to the CMU and broader community in the Learning Commons. The Café Manager (CM) will ensure that the café operates efficiently and profitably while maintaining CMU's reputation and ethos. The CM position is a working management position and is responsible for the business performance of the café as well as maintaining high standards of food, service, and health and safety. The CM combines strategic planning and day-to-day management activities and will oversee and provide accountability and reporting for all aspects of the business, including development of the business plan and long-term vision. This position reports directly to the Vice President, Administration & Finance.

Responsibilities:

Business Activities

- Responsible for the business performance of the café
- Operate the café according to established policies, procedure, goals and vision
- Develop and maintain an operating budget in consultation with the VP
- Create and execute plans for café sales, profit and staff development
- Cash reconciliation and reporting
- Prepare weekly reports including sales analysis, staff control and food control
- Staff recruitment in collaboration with Human Resources
- Create staff and operational scheduling
- Prepare and approve timesheets for staff and submit to Payroll
- Plan and coordinate menus

Front of House

- Coordinate the entire operation of the café during scheduled shifts
- Provide ongoing leadership, training, coaching and feedback to part-time and casual staff
- Provide consistently excellent service and product to guests
- Meet, greet and serve customers
- Respond to customer complaints
- Ensure safe and functional working environment with the highest standards of cleanliness and maintenance of café space and all café equipment

Qualifications:

- A commitment to the Christian church and CMU's mission, purposes and programs
- Progressive management experience and training in food services
- Good business acumen with an entrepreneurial spirit
- Commitment to providing exceptional service and food quality
- Strong organizational and problem-solving skills and ability to cope under pressure in a busy environment
- Strong communication and interpersonal skills
- Able to work independently, be self-motivated and able to follow through on short and long term goals
- Able to delegate tasks and follow up on results
- Some heavy lifting required; must be able to lift and carry a load up to 23 kg without strain
- Must possess and maintain in good standing a Food Handler's Certificate
- Must be available to work irregular hours, including weekends, as required

Inquiries should be directed to Dianna Robson, Director of Human Resources at 204-594-0532. Applications will be reviewed and accepted upon receipt and will be accepted until this position is filled. Applicants should send a resume along with the names of three references, in confidence to:

hrdirector@cmu.ca

or

Director of Human Resources
Canadian Mennonite University
500 Shaftesbury Blvd.
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