

## ABOUT THE POSITION

The Terminal City Club, Vancouver's Premier Private Members Club. As a 'Platinum Club of the World' and one of Boardroom Magazine's 'Distinguished Clubs' with 'Iconic' status, we create a welcoming atmosphere for our members and guests with the opportunity to forge new business connections, host clients, entertain friends, keep fit and relax.

Our team of service professionals take care of our members and in turn, we take care of our team. For our employees, we thrive in a team oriented, member-first environment, offering competitive wages, extended benefits & pension, Club Fund bonus, staff events, development opportunities, hot meals daily, easy access to transit and more! If this sounds like a place you would like to be a part of, this opportunity may be for you.

As a full-time Assistant Restaurants Manager, you will be a hands-on leader within our four Outlets at the Club. Providing first class service to our members is your passion and you have a knack for leading and motivating a strong team of service professionals.

## JOB RESPONSIBILITIES

- Leading a team on the floor to provide personalized service to members and guests, acknowledging by name whenever possible
- Ensuring all restaurants are consistent in set up and that all staff are properly and continuously executing their duties in accordance with Terminal City Club standards of service
- Maintaining food and beverage product consistency and quality controls in accordance with culinary and beverage teams
- Maintaining effective working relationships with all departments including Banquets, Culinary, Member Services, Membership Administration, Beverage and Catering
- Actively supervising the staff assigned and assist in the overall service delivery in the various Restaurants, Lounges and Patios
- Completing daily log with detailed and accurate information on setup, food, complaints etc. and reporting any unusual activity to the Restaurants Manager
- Ensuring front of house and bar equipment is in working order, all equipment logs are up to date, and outlets are ready for liquor and health inspections
- Assisting in the design and implementation of new standards to enhance member and team experience
- Conducting in the moment feedback to the team and assisting with performance reviews, when necessary
- Utilizing various software to facilitate a seamless member and employee experience (Jonas, OpenTable, and Dayforce)
- Assisting with tailoring of group booking experiences for members in various Outlets
- Assist with the hiring, onboarding, training and development of new team members

## REQUIRED SKILLS & EXPERIENCE

- Several years' supervisor experience in a high-end establishment
- Exceptional knowledge and passion of food & beverage
- Have an out-going personality, a polished image and exceptional communication skills; emphasis on professional, seamless guest service
- Strong discernment with a high degree of confidentiality
- Strong communication skills; supporting and encouraging a team-focused work environment
- Must be able to work flexible hours including weekdays, nights and weekends
- Serve it Right Certification required
- Experience using a client information database and POS system (Jonas preferred)
- Well versed in conflict resolution

## HOW TO APPLY

If this sounds like you please submit your cover letter and resume to: Iain Fletcher, Director of Club Outlets at [ifletcher@tcclub.com](mailto:ifletcher@tcclub.com).



*We thank all applicants for their interest; those being considered will be contacted.*