



POSITION DESCRIPTION

Position: **GENERAL MANAGER**

Reports To: Ownership

Interfaces With: Executive Chef

We acknowledge that in Nanoose Bay we work and reside on the ancestral unceded shared territory of the Snaw-naw-as First Nation, who, along with 18 other tribes in the Salish Sea, are Coast Salish people who have lived here since time immemorial.

About the Position

The General Manager (GM) is responsible for overseeing the daily operations of our brew pub, ensuring a high standard of service, operational efficiency, and guest satisfaction. The GM leads with respect while role modelling hospitality to our guests and team members. This position is responsible for ensuring standard opening and closing procedures are done in a timely and effective manner.

The ideal candidate is a hands-on leader with a strong background in restaurant management, excellent communication skills, and a passion for delivering exceptional dining and work experiences.

What We Need Help With

Leadership & Team Management

- Lead and motivate our FOH team including servers, hosts, bartenders, and supervisors,
- Work in partnership with our Executive Chef to support the kitchen team in executing a consistently smooth kitchen operation,
- Effectively recruit and onboard new team members,
- Provide training and timely coaching to FOH team members to ensure service standards are consistently met,
- Foster a positive, collaborative, and guest-focused team culture,
- Manage FOH staffing levels to ensure optimal coverage during peak hours,
- Work with Executive Chef and FOH team leads to ensure we are delivering a high-quality work experience for our team,
- Keep ownership updated and apprised of pertinent day-to-day and week-to-week challenges and successes,
- Help facilitate effective and accurate communication between team members and company.

Guest Service Excellence

- Help the FOH team deliver service excellence with an active presence on the floor (greeting at door, bussing tables, expediting and running food, etc) when necessary,
- Handling negative guest feedback with kindness and understanding,
- Implement strategies to enhance guest loyalty and increase repeat business.



Operations Management

- Oversee day-to-day operations ensuring high standards of food quality, service, cleanliness, and safety,
- Monitor inventory levels, order supplies, and help manage F&B costs to meet or exceed financial performance targets,
- Ensure standard procedures regarding liquor licence are consistently implemented,
- Address and resolve any operational issues that arise during service hours,
- Ensure compliance with health and safety regulations, including food safety standards,
- Provide control of voids, discounts, and QSA's,
- Oversee FOH scheduling needs such as time off requests, shift changes, sick leave, and first aid coverage, and support the Executive Chef with managing kitchen schedule as needed,
- Assist with distribution of gratuities,
- Help manage the reservations process ensuring bookings are maximized while not jeopardizing ability to accommodate walk-ins,
- Ensure all end of day closing and cleaning duties are consistently completed including locking and alarming buildings,
- Provide feedback and recommendations to help make incremental improvements to service standards and operating procedures,

Financial Management

- Manage budgets, track expenses, and analyze sales performance to help achieve financial goals,
- Monitor labor costs and implement cost-saving strategies without compromising service quality,
- Analyze performance and recommend improvements to increase efficiency and profitability.

What You Bring to Our Team

- Outstanding service skills and a desire to help others... 'what's best for the rest',
- Excellent leadership, communication, and interpersonal skills,
- Optimistic and positive approach to leading staff and handling problems,
- Proven experience as a Restaurant Manager or in a similar leadership role within the hospitality industry,
- Strong financial acumen with experience managing budgets and controlling costs,
- Ability to work under pressure in a fast-paced environment and make decisions quickly,
- In-depth understanding of health and safety regulations and best practices in the restaurant industry,
- Willingness to work a variety of shifts including weekends, evenings and stat holidays, particularly during peak season (May - September),



Technical Skills & Qualifications

- 5+ years of food & beverage experience with a record of success,
- Leadership/supervisory experience is required,
- Food Safe Level 1,
- Serving it Right certificate,
- Proficient in restaurant management software (POS systems, scheduling software, etc.),
- A degree in Hospitality Management or related field is preferred but not required.

TO APPLY

Please send your resume and cover letter to craig@rrbrewing.ca by Sunday, April 19th.

Job Type: Full-Time, Permanent

Pay: \$73,500 - \$77,500 // Performance Management Bonus

Benefits: Health & Wellness Allowance // Team events // Discounted or free food