

At OPAL by element, we are redefining retirement and aging. Our vision is to develop and manage vibrant, inclusive retirement communities for people of all ages to live in.

### **The Opportunity**

As the **Food and Beverage Manager** you will be responsible for maintaining Opal's high-quality food and beverage operation and exceptional service standards by effectively managing our restaurant, bar and banquet operations to deliver excellent outcomes for residents, guests and staff. You will lead in a hands-on manner when supervising and training team members and work within budgeted guidelines.

### **Your Accountabilities**

- Supervises the F&B service team and ensures resident and employee F&B satisfaction, maintaining standards, meeting or exceeding regulatory requirements and financial goals.
- In collaboration with the culinary team develops and implements business plans for the private dining rooms, banquets operations and food and beverage activities and events, in order to maximize revenues.
- Controls labor and operating expenses through effective planning and budgeting.
- Works closely with other department heads and assists with menu engineering, planning and execution of events and assists and/or hosts on the floor during peak meal periods.
- Leads by example and further strengthens the F&B team by attracting, recruiting, training and appraising talented staff. Determines training needs to accomplish goals, then develops and implements development plans.
- Manages and controls beverage inventory (monthly), proactively promotes Opal's wine by the glass program and High Tea events. Designs beverage menus with recipes.
- Establish targets, KPI's, schedules, policies and procedures for the F&B service department.
- Develop and implement safety and sanitation policies in all F&B outlets and maintain policies and procedures that adhere to Food Safe and Serve It Right standards.
- Handle resident, guest and staff concerns in a quick, respectful and professional manner.

### **Your Capabilities**

Education:

- University or College degree/diploma in a related discipline or field (Hospitality and/or Business preferred).
- Food Safe Level 2 Certificate and Serve It Right Certification.

Experience:

- Minimum of 5 years experience in commercial food & beverage operations.
- Minimum of 3 years of management experience in an upscale hotel, cruise ship, restaurant, retirement community or related hospitality field.

Skills:

- Excellent communication skills in English. Speaking fluent Cantonese is desirable.

- Solid leadership skills - able to effectively supervise, direct and train staff.
- Computer software savvy; possess a strong knowledge of applicable programs and software. Microsoft Excel, Word, POS programming etc.
- Excellent customer service skills and interpersonal skills - Ability to focus attention on resident and guest needs, always remaining calm, courteous and professional.

**Behaviours:**

- Thinks like an owner and builds and maintains trusted relationships by proactively seeking and valuing input from others. Set clear accountabilities and expectations by being transparent in communication, feedback and decision making.
- Is proactive and takes initiative to help team members in all departments. Shares ideas and feedback that will help the team perform at it's best. Recognizes and rewards the efforts of others on the team.
- Possesses empathy and understands the needs of seniors.

Visa Requirements: Applicants must be legally able to work in Canada.

**Your Work Environment**

**Physical Efforts:**

- Standing and walking for extended periods throughout the shift.
- Fast paced environment; working under pressure with great attention to detail and deadlines.
- Occasional kneeling, pushing, pulling and lifting and carrying up to 50 lbs.

**Work Hours:**

- Able to work flexible hours at times; including weekdays, nights and weekends.

**Physical Environment:**

- Kitchen, restaurants, bar, lounge, patio, possibility of off-site catering.

**Reporting relationships:**

Job Title of Immediate Manager: Executive Chef

Job Title of Next Level Manager: General Manager OPAL

Jobs Reporting to You: Servers (F/T), Servers (P/T), Servers Casual

**What's on offer?**

- \$50,000 - \$65,000, depending on experience.
- Full employer paid benefits.
- Ten (10) days of paid vacation.

**How to apply**

Visit our careers page on our website and enter the required information and attach your cover letter and/or resume. <http://elementlifestyleretirement.com/careers/>