



Employment Opportunity

Mission Statement: Senior Persons Living Connected (SPLC) supports healthy aging by providing client-centered housing, programs and services that meet the needs of diverse older adults.

Position: Food, Beverage and Hospitality Team Leader

Hours of Work: Full-Time

Reports to: Director of Facilities and Properties

Date Posted: August 30th, 2018

Deadline: Ongoing

Respond to: Human Resources Department, Email: hrd@splc.ca / Fax: (416)-493-3391

Position Summary:

Responsible for contributing to the excellence and safety of food services to clients, visitors, staff, and volunteers by coordinating the Dining Room and Kitchen Attendant services, and to promote efficiency and quality of food service.

Responsibilities:

1. **Supervises Kitchen Attendants, Dining Room Assistants and Volunteers, and administers Dining Room operations**
 - 1.1. Opens dining room service ensuring all setup is complete.
 - 1.2. Supervises, coordinates and schedules volunteers, kitchen attendants and dining room assistants according to their availability and the needs of Food, Beverage and Hospitality Department.
 - 1.3. Collaborates with the Volunteer Coordinator to provide training, guidance and support to volunteers in order to work effectively and efficiently with the equipment, material and protective devices in a safe manner.
 - 1.4. Ensures clients' satisfaction by responding to client's concerns and complaints and communicating with kitchen staff and senior management about clients' needs.
 - 1.5. Ensures efficient operation of the dining room (e.g., replenishment of supplies, safe equipment storage, maximize resources).



Employment Opportunity

- 1.6. Provide recipes and revise menu offerings on an as-needed basis.
- 1.7. Continuously monitors and evaluates all aspects of dining room and event service, recommends improvements, system and process changes to senior management as appropriate.
- 1.8. Ensures proper shift and restaurant closing including the accuracy of cash transactions and sales before submission of records and cash to Finance Office on a daily basis.

2. Provides dining room services

- 2.1. Takes orders from clients, serves meals and completes payment transactions in an accurate and timely manner.
- 2.2. Maintains efficient operation of dining room by assisting in the coordination of seating, reservations and banquets.
- 2.3. Coordinates the cleaning and sanitizing of all dining tables and service stations and maintains cleanliness, tidiness and hygiene of dining room area at all times and after closing service.

3. Promotes safety of clients and staff

- 3.1. Ensures the safety of self and others by performing work safely according to organizational health and safety policies and departmental safety procedures and policies and complies with safe food handling practices and all legislated safety regulations (e.g. Occupational Health and Safety Act, Workplace Hazardous Materials Information System (WHMIS)).
- 3.2. Promotes client safety by maintaining a clean and safe dining environment and responding to concerns, complaints and issues identified.
- 3.3. Assists in training staff and volunteers in dining room operations and service.
- 3.4. Ensures equipment in the dining room area is in good working condition and files reports for any health and safety related concerns and necessary equipment repairs in a timely manner.
- 3.5. Checks that the dining room environment and practices are meeting health and safety standards for clients, staff and volunteers on regular basis.
- 3.6. Coordinates monthly Health and Safety inspections with Health and Safety Representative.



Employment Opportunity

4. Performs other support duties

- 4.1. Reports and makes quality improvement recommendations to supervisor of any health and safety related issues.
- 4.2. Ensures efficient operation of Food, Beverage and Hospitality Services by backing up other staff when absent.
- 4.3. Ensures adequate supplies are available in Centre Shop.
- 4.4. Attends all required training, meetings and participates in SPLC's activities.
- 4.5. Works cooperatively with staff and volunteers to ensure clients' needs and SPLC responsibilities are met.

Any other reasonable duties that may be assigned from time to time

Qualifications:

Education:

- High School graduate with OSSD or equivalent
- Food Handlers Certificate

Experience & Skills:

- 1-2 years' experience as a server, host or coordinator in a busy restaurant
- Good English skills, both verbal and written
- Experience working with frail or cognitively impaired seniors
- Good organizational and time management skills
- Team oriented with the ability to provide positive leadership
- Experience working in a multi-cultural environment an asset
- Ability to speak Mandarin or Cantonese is an asset

Other:

- Required to work evening and weekend hours.
- Additional hours required for special events and banquet requiring Food Services.
- Background Check required.

Working Conditions:

- Exposure to hot temperatures in the kitchen
- Standing and walking for long periods of time
- Serving food to clients in a very fast paced environment
- Exposure to hot or cold food and beverages
- Exposure to sharp kitchen equipment such as Knives and can opener



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Senior Persons Living Connected is a diverse work environment. We encourage applications from all persons, including persons with disabilities. Accommodation will be provided, if needed, in accordance with the Ontario Human Rights Code and Accessibility for Ontarians Disability Act.

Please submit your application quoting the position you are applying to by mail, fax or email:

Mail: Human Resources Department
3333 Finch Avenue East
Scarborough, ON
M1W 2R9

Fax: 416-493-3391

Email: hrd@splc.ca

While we thank all applicants for their interest, only those applicants selected for interview will be contacted.