



**Job Title:** **CULINARY OPERATIONS MANAGER**  
**Location:** Cypress Mountain Resort  
6000 Cypress Bowl Road, West Vancouver, BC V7V 3N9  
604-926-5612 [www.cypressmountain.com](http://www.cypressmountain.com)  
**Department:** Food & Beverage  
**Status:** Full Time/Year Round (FTYR)  
**Reports To:** Food & Beverage Director  
**Start Date:** March 2024

Join the Cypress Team in this exciting Food & Beverage opportunity. If you have a passion for food and are a leader above others, this role is for you. The Culinary Operations Manager is responsible for overseeing and leading the culinary operations of the Cypress Creek Grill, the Crazy Raven Bar, Hollyburn Lodge and five other grab-and-go style outlets. This includes the procurement of all food products, non-alcoholic beverages, paper wares and restaurant supplies. Additionally, the Culinary Operations Manager will manage the safe storage and rotation of all perishable and non-perishable stock.

**ESSENTIAL DUTIES & RESPONSIBILITIES** (include but not limited to the following):

- Actively recruit, interview and hire kitchen team. This includes Front-line Food Counter Attendants, Back-line Cooks, Line Cooks and Dishwashers.
- Welcome, onboard, train, support, motivate, and coach all kitchen team, both new and returning.
- Provide coaching and management, including Team reviews and recognition.
- Schedule all kitchen team and ensures workforce is commensurate with business levels.
- Carry out coaching sessions and Team member reviews as well as recognition throughout the winter season.
- Responsible for the development and implementation of an accurate and structured par stock order system for all distributors and suppliers.
- Procure all perishable and non-perishable food and non-alcoholic beverages, paper wares and related restaurant supplies and small wares.
- Maintain enough stock of all products used for the preparation of food service menu items for all food & beverage outlets.
- Source or negotiate unit pricing on all perishable and non-perishable menu ingredients.
- Keep and updated supplier, distributor, repairs and maintenance information list, complete with account numbers, user names, passwords, order days, delivery days, order desk numbers, company representative names, cell phone and office numbers.
- Responsible for securing PO#'s from Accounting prior to ordering any items that are non-food.
- Ensures that all PO's are entered on supplier/distributor order forms.
- Ensure all supplies are properly stored and rotated accordingly.
- Oversee the organization and product storage cooler, freezer, dry stock room and beverage stock trailer to ensure storage practices are food safe.
- Responsible for cleanliness and maintenance of mass storage areas.

- Monitor compliance with health and fire regulations regarding food preparation and service.
- Assign kitchen prep Team daily duties while on shift and manage accordingly.
- Forecast food production levels based on weather conditions and guest visitation levels.
- Menu development and implementation in accordance with the Food & Beverage Director.
- Planning of special events, menus and recipes as required by the Food and Beverage Director.
- Coordinate and oversee catering events, ensuring the timely preparation and delivery of high-quality food.
- Creation and development of additional menu items i.e., specials and catering menu's.
- Implement and monitor quality control standards.
- Fill in, with a hands on approach, where needed to ensure high guest service standards and to maximize the efficiency food prep and service operations during high and low volume periods.
- Investigate and resolve complaints regarding food quality and service, including follow-up.
- Review work procedures and policies in conjunction with Food & Beverage Director; streamline where necessary to achieve high productivity.
- Train and lead the kitchen team in adhering to the Cypress Mountain Occupational Health and Safety Program.
- Keep records required by government agencies regarding sanitation, food storage
- Attend all scheduled Team meetings and actively engage in them.
- Learn and adheres to emergency procedures.
- Follow, train and promote procedures as described in the Team Handbook.
- Maintain a neat and efficient work area.
- Take responsibility for his/her own safety and the safety of the Team
- Friendly, helpful and courteous towards Team and Guests alike
- Embrace the company's core values:
  - K.R.P. – Kindness, Respect and Professionalism in every interaction.
  - L.E.A.D.- Long Term Thinking, Excellence in Execution, Attitude is Everything and Develop Great People.

#### **QUALIFICATIONS/COMPETENCIES:**

- 3-5 years' experience in a high volume, fast paced experience in a high volume, fast paced food service environment.
- Bachelor's degree in culinary arts, hospitality management, or a related field (preferred)
- Proven experience in a culinary leadership role, such as executive chef, sous chef, or kitchen manager.
- Proficiency in budget management and cost control
- Strong leadership skills with the ability to inspire and motivate a diverse team.
- Excellent organizational skills.
- In-depth knowledge of culinary trends, menu development, and food safety standards.
- Proven experience in elevating hospitality standards and developing a culture of service excellence.
- Commitment to delivering high-quality food.
- Exceptional communication and interpersonal skills.

- Excellent time management and organizational skills.
- Ability to multi-task in a fast-paced environment.
- Well organized, punctual, hardworking, self-motivated, and outgoing.
- Ability to remain organized and courteous when under pressure.
- Adaptable to work effectively in a diverse and ever-changing working environment.
- Proficient in Microsoft Office.
- Fosters an atmosphere of partnership and cooperation with a lead by example approach.
- Previous purchasing experience an asset
- Ability to lift heavy objects.
- Proficient in Microsoft Office.

#### **CERTIFICATES, LICENSES, REGISTRATIONS:**

- Food Safe Level 2
- Must be able to legally work in Canada.
- Valid driver's license
- A reliable/insured vehicle with winter tires to get to/from work (no shuttle service in the off-season months)

#### **BENEFITS:**

- Annual Salary: \$73,000
- Benefits package
- Annual bonus
- Shift Meal
- Skiing/riding/cross country skiing/snowshoeing/snow tubing benefits
- Season pass(es) for immediate family (including spouse and minor children)
- Free Lessons & Discounts in both F&B and Big Bear Sports
- FUN work atmosphere in unique environment!

#### **TO APPLY:**

Cypress Mountain is an equal opportunity employer and encourages candidates of all backgrounds to apply. If you are passionate about the food & beverage including menu development and service excellence, we invite you to apply for this exciting opportunity [www.cypressmountain.com/employment](http://www.cypressmountain.com/employment)

*The above description is a general overview of the responsibilities of the position but is not intended to be all-encompassing. Additional or alternative responsibilities may be assigned and discussed, depending on the dynamic needs of the department and Cypress Mountain Resort as a whole.*