



Job Title: QUICK SERVICE MANAGER
Location: Cypress Mountain Resort
6000 Cypress Bowl Road, West Vancouver, BC V7V 3N9
604-926-5612 www.cypressmountain.com
Reports To: Food and Beverage Manager
Department: Food & Beverage
Status: FTYR Position
Wage: DOE + tips
Start Date: June 2023

Cypress Mountain is currently looking for Quick Service Manager to join our team. If you are a F&B pro and are 100% people focused, this job is for you! The Quick Service Manager will oversee the daily operations of the Cypress Creek Grill - 650 seat cafeteria style dining area, the Gold Medal Café - a barista style coffee shop as well as our two outdoor quick service outlets on a new 200 seat patio located in the Cypress Mountain Downhill Ski Area. Daily F&B operational hours normally extend from 10am – 6pm in the summer and 7am to 11pm in the winter. Flexibility will be key with the ability to work necessary shifts – morning, evening, weekends, holidays and overtime . Overtime may be required during peak periods.

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

- Expected to oversee and lead the outlet in the recruitment, selection and training processes as needed for all quick service food and beverage areas
- Welcome, train, supervise, motivate, and coach all quick service team members, both new and existing
- Schedules team members and ensures workforce is commensurate with business levels
- Expected to conduct coaching sessions and Team reviews and recognition throughout the winter season
- Expected to conduct regular product knowledge sessions
- Expected to monitor work methods, standards of performance, sanitation and safety standards
- Fosters an atmosphere of partnership and cooperation with a lead by example approach
- Ensures all team members adhere to uniform policy each and every shift
- Assigns daily sections, breaks and cleaning duties
- Conducts daily briefing, informing Team of special events, menu changes and or menu deletions
- Monitor food preparation methods, portion sizes, garnishing and presentation of food to ensure food is prepared and presented in an acceptable manner
- Expedite guest line ups, direct flow of customers, and ensure each guest receives outstanding customer service, which includes greeting and acknowledging guests, product knowledge and all other aspects of customer service.

- Open/Close food service facilities and insure they are operationally ready in accordance with established administrative tasks, workforce requirements, security measures, cleaning and maintenance procedures
- Ensures security of all company assets and property
- Respond to and resolves guest requests, issues and complaints and forwards detailed summary and/or complaint forms to food and beverage director for follow up
- Monitor cleanliness of facility and take corrective measures as necessary
- Monitor Food Safe practices and ensures all team members adhere to the Cypress Mountain Food and Beverage in-house food safety plan and Government regulated food safe practices.
- Complete reports and shift reconciliations tasks as assigned
- Attends all scheduled employee meetings and brings suggestions for improvement
- Expected to know procedures for emergencies and direct the Team in emergency situations
- Follows all procedures as described in the Team Handbook
- Maintains a neat and efficient work area
- Takes responsibility for his/her own safety and the safety of the Team
- Performs other related duties as assigned
- Friendly, helpful and courteous towards Team and Guests alike

QUALIFICATIONS/COMPETENCIES:

- Good communication and interpersonal skills
- Mature personality and able to provide leadership
- Organizational skills
- People focused
- Ability to work in a standing position for long periods of time

EDUCATION and EXPERIENCE:

- High School or equivalent
- 2+ years experience in a supervisory role in a high volume, fast paced restaurant/bar environment
- Knowledge of restaurant equipment and tools an asset

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must be able to legally work in Canada
- Food Safe Level 1 an asset
- Serving it Right certification
- Driver's License and reliable/ insured vehicle to get to/from work

WAGE/BENEFITS:

- Competitive compensation offer
- Benefits package
- 5% Summer and Winter bonus
- Shift meal
- Seasons Pass and all Mountain Access!
- Free Lessons

- Discounts in Cypress Creek Grill
- Discounts in Big Bear Sports
- Team events
- FUN work atmosphere in unique environment!

TO APPLY:

Apply online at www.cypressmountain.com/positions.

We thank all applicants but only those selected for an interview will be contacted.

This job description is not intended to be all-inclusive. You may be asked to perform other related duties as negotiated to meet the ongoing and dynamic needs of the organization.