



Concessions Stand Lead

Meridian Centre - SMG Canada ULC - St. Catharines, ON
\$15.25 an hour - Part-time

Department: Food and Beverage

Reports To: Food and Beverage Management Team

Job Type: Part-Time Hourly (Event Based Hours)

Wage Range: Starting at \$15.25

Position Summary

SMG Canada, the leader in privately managed public assembly facilities has an opening in the Food and Beverage Department for several Concession Stand Leads, at the Meridian Centre St Catharines. As a member of the Food & Beverage Supervisory Team, we look for candidates with an understanding and appreciation for great customer service. Candidates with varied work experience, a willingness to learn new skills, and who enjoy a team dynamic while working towards the success of the overall operation are sure to succeed at the Meridian Centre. The schedule is based on events, and can at time be sporadic, so the ideal candidate should have flexibility in their availability.

Essential Duties and Responsibilities

- Responsible for Pre-Shift meetings with employees in their specific location to inform on any "need to know" information, ensuring their stands are "rush ready" before doors open and prior to each revenue period.
- Being visible and available for staff and guests at all times during an event
- Ensuring accuracy of menu boards at their location.
- Evaluate and enforce our Alcohol Service Policy and record details pertaining to any incidents.
- Ensuring time and attendance is recorded accurately. Notifying supervisors/managers of any shortages/overages in staffing prior or during event.
- Plan for food production based on production schedules provided, and recording waste.
- Ensure employees are following uniform policy (reporting any disciplinary measures taken).
- Ensure compliance, in stand locations, with company and legislative OH&S policy and procedures.
- Ensure overall sanitation and cleanliness of their locations; including temperature logs, proper rotation/storage of product.
- Completion of a Shift Summary report.
- Promote a team environment through constructive feedback, encourage upselling techniques intended to drive sales and better the guest experience.
- Print out opening/closing reports and input into Quest (POS System).
- Counting of inventory at the beginning and end of event.
- Work collaboratively with all managers, supervisors and employees.
- Work with the management team to enforce and instruct on company policy and daily operating policies and procedures.
- Other duties as assigned.



Supervisory Responsibilities

Carries out supervisory responsibilities in accordance with SMG's policies and applicable laws. Responsibilities include directing work of concession location team members with guidance of management. Assist in the training of new team members. Assist in addressing employee concerns and questions when possible.

Education & Experience

The ideal candidate would:

- Completion of high school. Any post-secondary education would be an asset; ideally in hospitality management or a similar field.
- Must have at least one years of supervisory experience in a Food and Beverage environment or equivalent combination of education and experience.

Skill and Abilities

- Ability to function in a fast-paced, team-oriented environment
- Ability to work under pressure, prioritize tasks and meet deadlines.
- Ability to spot and resolve problems efficiently
- Ability to perform basic arithmetic
- Guest orientated and service minded
- Must be able to work flexible hours including evenings, weekends and holidays.
- Excellent communication skills, both verbally and written.
- Exceptional customer service skills.
- Patience and understanding when collaborating with team members at all levels.
- Ability to make quick, and logical decisions.

Certificates, Licenses, Registrations

- Smart Serve certified.
- Food Safety certified an asset.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Specific physical demands for this job include close vision for review of information on a PC monitor, as well as, hard copy output. In addition, regular use of hands for typing, reaching and handling products and equipment. While performing the duties of this Job, the employee is regularly required to stand and the employee may be required to lift and /or move up to 50 pounds.

Other Requirements



Due to the nature of our business candidates will need to be able to work flexible hours; primarily evenings, weekends and occasional holidays. In addition there will be work required during normal business hours.

PLEASE NOTE: All successful candidates will be required to successfully complete a background check, which may include criminal, credit, credential and reference check.

Learn more about the Meridian Centre and SMG Canada at:

www.meridiancentre.com or <http://smgworld.com/>

Job Type: Part-time

Salary: \$15.25 /hour

Experience:

- Catering: 1 year (Preferred)
- supervisory: 2 years (Preferred)