



The Grand River Agricultural Society (GRAS) owns and operates The Grand River Raceway and the newest addition The GrandWay Events Centre. Located in Elora, ON, GRAS is recognized as a leading destination for unique agricultural, environmental, and entertainment experiences.



We are a dynamic hospitality, racing, and gaming destination and a dedicated team of talented individuals is at the heart of our success. GRAS is *certified as a Great Place to work* and was recognized in the **2020, 2021 and 2022 List of Best Workplaces™ for retail & Hospitality.**

The GrandWay Lounge and Events Centre is seeking an enthusiastic:

## FRONT OF HOUSE MANAGER

*Reporting to the Head Chef, the Front of House Manager will be responsible for providing exceptional customer care to support our new Lounge and Events Centre. The Manager will oversee the Food and Beverage servers and will perform customer care duties ensuring that the guests have a pleasant dining and enjoyable experience.*

### RESPONSIBILITIES

- Manage Server staff – includes hiring, scheduling, training, and performance management
- Oversee the events by being onsite to ensure the professional execution of services and offerings
- Cost, order, stock and maintain various products and unique offerings
- Liaison and collaborate with the Food and Beverage Staff and other support Staff
- Maintain familiarity with the composition of menu items, including items available at the bar.
- Serve food and beverages in accordance with a professional and courteous manner.
- Refill condiments, clear tables and change table linen as required
- Ensure table decorations are clean and comply with company standards.
- Deal with any guest comments and address questions and concerns

### QUALIFICATIONS/ WORKING CONDITIONS

- Post Secondary Diploma in Hospitality Management or related discipline would be an asset
- 7+ years of related work experience in a Food and Beverage/restaurant capacity.
- 5+ years of supervisory work experience and demonstrated ability to lead and direct a team
- Smart Serve and Food Handlers certification
- Excellent communication, interpersonal, problem solving, supervisory and leadership skills.
- Must have a flexible work schedule, availability for days, evenings and weekends
- Experience in all aspects of customer service, people management, coaching and mentoring
- Strong planning, coordination, organizational, cash handling and administrative skills.
- Ability to foster effective working relationships through a positive team attitude with superiors, peers, subordinates, and guests
- Professional and high standards of personal appearance, hygiene, and etiquette
- Computer literate with MS Office applications and POS experience



GRAS offers a competitive wage, benefits, RRSP's and a Great Place to Work! You can learn more about GRAS by visiting the website at [www.theGrandWay.com](http://www.theGrandWay.com). Please submit a resume by **July 10, 2022**, to [recruitment@grandriverraceway.com](mailto:recruitment@grandriverraceway.com)

*GRAS is committed to providing a barrier-free work environment in concert with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, GRAS will make accommodations available to applicants with disabilities upon request during the recruitment process.*

*We thank all candidates for their interest, however only those being considered for an interview will be contacted.*