



**SILVERTIP**  
CANMORE ★ ALBERTA

# Restaurant Manager

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## Reports To

Food & Beverage Manager

## Summary:

The Restaurant Manager at Silvertip Resort will be responsible for the daily restaurant operations that are required to uphold one of Canada's top resorts. Leading a team of dedicated employees you will ensure Silvertip Resort continues to exceed the memorable dining experience. Duties include hiring, training, and managing employees, accountability for the daily operations of Rustica, Stoney's, the patio and concessions, managing the department labor budget, and weekly reporting to the Food & Beverage Manager.

## Great Staff Benefits:

- Staff Accommodation available
- Discounted: Golf Privileges, Staff Meals, restaurant Meals, Golf Shop purchases
- Company benefits may be available after 6 months

## Every Employee at Silvertip Resort will possess the following Core Competencies:

- A team-oriented individual who strives to create a memorable guest experience.
- An individual who maintains high standards and thrives off of accomplishing tasks and achieving goals.
- An active listener who has a positive and responsive personality with the ability to make decisions and exercise independent and sound judgment.
- An individual who has a lifelong love for nature and is inspired to respect and promote the environment that surrounds you.
- An individual that has the belief that all workplace injuries are preventable and will maintain a healthy and safe environment.
- A leader who is able to uphold our Mission, Vision and Values and our resort culture within your team.

## Job Duties:

- Greet any guests you come across with a smile.
- Keep all equipment and work areas clean and safe and in proper working order at all times.
- Knowledge of the composition of all restaurant menu items, including items available at the bar.
- Manage all room set up and tear down.
- Ensure all sound systems are functioning and set up for the restaurant.
- Develop, update and maintain all food and beverage restaurant training programs.
- Actively monitor the event for any further requirements and ensure responsible alcohol service.
- Ensure employees are proactively serving and selling items on the beverage menu.
- Ensure food and beverage are served in a timely, courteous, and professional manner.



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- Listen to customer feedback and ensure that the guests leave satisfied.
- Monitor service and special dietary requirements.
- Support employees as necessary.
- Ensure daily cash outs and inventory are completed properly.
- Interview and hire all restaurant employees.
- Complete reference checks.
- Ensure all new hire paperwork is completed as per hiring procedures.
- Train all restaurant Employees.
- Teach employees proper equipment operation and maintenance procedures.
- Monitor and coach restaurant employees to Silvertip Resort standards.
- With the Food & Beverage Manager handle employee discipline as required.
- Create work assignments and daily tasks at the end of each workday to be implemented the following morning.
- Daily labor report entries.
- Create weekly schedules for Food & Beverage employees to be approved by the Food & Beverage Manager.
- Liaison between the Kitchen and Events, Wedding and Golf Coordinators.
- Communicate with the Food & Beverage Manager on a daily basis.
- Assist the Banquet Manager when necessary.
- Prepare the weekly food and beverage revenue report.
- Manage restaurant storage areas and linen inventories.
- Monitor speed of play on the golf course and weather conditions.
- Develop, monitor and ensure completion of all opening and closing procedures in Outlet Areas.
- Report any damage of property to the Building Maintenance Manager.
- Ensure all employees are working within the Occupational Health and Safety guidelines.
- Develop, monitor and ensure completion of all opening and closing procedures in Outlet Areas.
- Take part in any fire or evacuation drills and ensure complete familiarization with all exits, including those normally used by guests, as well as fire escapes.
- Be continually aware of and maintain the highest standards of personal hygiene and dress.
- Attend meetings and training courses as required.
- Any other duties as assigned.

## **Requirements:**

- Must be 18 years of age
- Driver's License
- High school diploma or GED required
- Minimum 4 years food and beverage experience
- Previous restaurant supervision experience required
- Previous bartending experience is required
- Completion of a hospitality degree is considered an asset
- ProServe Certificate or equivalent
- Knowledge of AV and sound systems an asset
- Wine knowledge required



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- Thorough understanding of all food and beverage positions
- First Aid Certificate
- Knowledge of food and beverage POS system is required
- Able to work in a team environment
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment
- Able to effectively communicate both verbally and in writing
- Able to work well under pressure
- Strong attention to detail
- Professional appearance and manners
- Strong work ethic and positive team attitude
- Ability to work flexible hours, including early mornings and late evenings

### **Working Conditions:**

- Manual dexterity required to use desktop computer and tablets and peripherals
- Fast paced environment
- Able to stand for extended periods of time
- Overtime as required
- Lifting or moving up to 25lbs