

# GLADSTONE HOTEL

## Manager On Duty (MOD)

### The Gladstone Hotel

Internationally recognized as Canada's favourite Boutique Art Hotel, the Gladstone uniquely blends historical Victorian architecture with contemporary luxury, downtown culture and whole lot of art, making it an iconic Toronto hub for locals and international travelers alike.

Supporting 37 artist designed hotel rooms, over 70 art exhibitions a year, 4 diverse event venue spaces and 2 restaurants, all on a strong values-based mandate, the Gladstone strives to foster an authentic experience for its guests and the local community.

The Gladstone Hotel prides itself on being a safe space, and a welcoming environment for all walks of life.

### Job Description

Job Title: Manager on Duty (MOD)

Reporting to: Director of Food & Beverage/ General Manager

The Gladstone is an Art Hotel, a restaurant, an entertainment venue, an events venue and a local bar. All of these areas can be operating simultaneously on any given day. A Manager on Duty is responsible for smooth communication and service standards between all departments.

The Gladstone is a very open minded workplace which services many diverse clients. Supervisors must be able to work with and accept diversity in all its forms.

### Primary Role and Responsibilities:

- \*Supervise up to 4 service outlets, and up to 15 staff at any one time.
- \*Inspect all service areas daily throughout shift for cleanliness, proper set-up, and appropriate supplies.
- \*Ensure server/bartender/barback duties are performed daily, provide service support to Food & Beverage staff.
- \*Make decisions quickly and efficiently, work under pressure and prioritize, always with consideration for staff and guests.
- \*Supervise Catering Events and Events staff when Event & Banquet Manager has passed off the event at end of night.
- \*Liaise with security teams, perform walk-throughs and perimeter checks throughout the shift, and report on the above.
- \*Perform daily cash counts, daily/weekly/monthly reporting and ordering as assigned by Director of Food & Beverage.

\*Ensure daily reporting is complete, clear and concise, and any problems are followed through with the management team.

\*Handle reservations and guest inquiries in an efficient and timely manner.

\*Train and evaluate FOH staff on an on-going basis in the areas of service standards and product knowledge

\*Coordinate monthly FOH staff meeting

\*Support the Health & Safety program by ensuring that policies are being followed; conduct employee training and incident investigations as required.

\*Perform inventory counts and monitor product and loss.

\*Provide menu updates as required.

\*Perform other tasks as assigned by Director of Food & Beverage.

## Qualifications/Characteristics:

### Required:

\*Must be available for various shifts including late nights (frequent closing shifts until 3 a.m.), weekends and statutory holidays

\*Ability to multi-task effectively while maintaining positivity and effective decision making, fostering teamwork and excellent interdepartmental relations

\*Smart Serve certified

\*Computer literate: Microsoft word, Excel, Maitre'D

\*At least 3 years' experience in a similar working environment, in a similar position

\*Experience in fast paced bartending and cocktailing

\*Strong understanding of local craft beer scene

\*Active listening and superior communication skills with clients and colleagues, able to communicate with management on behalf of staff

\*Able to work in a standing position for 8 hours+

\*Able to practice proper lifting techniques and carry weight exceeding 50 lbs.

\*Demonstrated commitment to anti-oppressive practice

\*Interest in culture and the arts an asset

\*Hotel experience an asset

\*Experience in events & banquet service an asset

**Updated March 2019**

