



Team Lead, Food Services

Toronto Pan Am Sports Centre Inc. is currently looking for a **Full Time Team Lead, Food Services** to join our team!

Food Services Outlets include 3 franchises (Tim Hortons, Pizza Pizza and Booster Juice), our own branded restaurant Poolside's Bar & Grille, and Catering.

At the Toronto Pan Am Sports Centre Inc. we can offer you:

- Flexible Hours
- Complimentary Fitness Centre Membership
- Team Environment
- Complimentary Corporate Events
- Discounts with various vendors on items such as mobility, clothing, events, etc.

The duties and responsibilities of the role include, but are not limited to:

CUSTOMER SERVICE

- Provide fast and efficient service while maintaining exceptional customer experience at the Toronto Pan Am Sports Centre and Food Service Outlets
- Efficiently resolve customer concerns regarding product or service, ensuring exceptional customer experience delivery for all patrons at the Toronto Pan Am Sport Centre

CASH HANDLING

- Perform opening/closing duties and accurately follow Cash Handling Procedures, including but not limited to following opening/closing checklists, counting floats, processing deposits, finding deficiencies, correcting and reporting them

STAFF

- Assist in training food service employees in compliance with Toronto Pan Am Sports Centre Inc. and brand requirements
- Assist with scheduling and finding coverage for shifts in the event when staff are unable to attend
- Schedule and arrange coverage for meal breaks for staff on duty

OPERATIONS

- Set and communicate targets to the team before shift begins
- Assist the Assistant Manager and/or their designates with completing of all mandatory logs and reports
- Delegate tasks to team members and ensure that daily checklists are followed and completed to satisfaction
- Conduct inventory for Food Service Outlets and maintain optimal inventory levels according to the business demands

- Assist Assistant Manager and/or his/her designates with maintaining brand standards and enforcing policies for Food Service Outlets
- Communicate with other departments (building operations, I.T., caretaking etc.) to resolve any operational issues and follow up with Assistant Manager and/their designates on a regular basis
- Process deliveries and resolve any issues associated with short shipments, damaged product ,etc. in compliance with protocol
- Be knowledgeable regarding menus, staying up-to-date with all updates and promotions, including program and pricing updates and launching of new product etc.
- In the absence of Food Services Management, be the main point of contact for internal/external audits and inspections and communicate with Food Services Management Team
- Maintain and safely operate high volume cooking equipment including but not limited to commercial ovens, dough sheeter, pizza oven, grills, deep fryers, panini press, coffee and tea brewers, espresso machines, juice makers, etc.
- Understand and Follow Food Safety, Workplace Sanitation and Personal Hygiene practices, and comply with internal/external quality and safety standards, rules, policies and procedures
- Comply with all legislative requirements (e.g. *Occupational Health and Safety Act, Human Rights Code, Employment Standards, Act* etc.)

The successful candidate(s) will possess the following qualifications:

- Minimum 2 years of exceptional Customer Service Experience, in a fast paced multi-unit workplace environment - Previous experience in Food Services Outlets include 3 franchises Tim Hortons, Pizza Pizza and Booster Juice is an asset
- Standard First Aid and CPR-C
- Food Handlers Certification (TrainCan, Basics)
- Smart Serve
- Ability to work as part of a team as well as individually with minimal supervision
- Ability to handle difficult situations and customer concerns with confidence
- Excellent leadership and time management skills
- Excellent interpersonal communication skills
- Ability to remain standing in one position for long periods of time

Three professional references will be required, and the successful candidate(s) will be required to obtain a Vulnerable Sector Check as well as proof of COVID-19 Vaccinations subject to any exceptions due to bona fide protected grounds under the Human Rights Code.

HOURS OF WORK

Current position requires OPEN AVAILABILITY

Current Hours of Operations:

Monday to Sunday – 6:30am to 7:30pm

Hours will vary depending on scheduling requirements; the successful candidate(s) must be able to work flexible shifts including mornings, evenings, weekends and holidays.

HOW TO APPLY

Please submit your resume with your availability to the attention of Chelsey Innis, Assistant Manager, Food Services.

Email: cinnis@tpasc.ca

The Toronto Pan Am Sports Centre is located at:
875 Morningside Avenue
Scarborough ON M1C 0C7

OUR HISTORY

Toronto Pan Am Sports Centre is not only a world-class sport and recreation venue that proudly hosted the international community for the Pan Am and Parapan Am Games and continues to host provincial, national and international events. The facility is also an amazing place to join hundreds of professionals who look to develop their career in an exciting and rewarding environment.

A legacy of the 2015 Toronto Pan Am and Parapan Am Games, Toronto Pan Am Sports Centre Inc. is operated by a corporation co-owned by the City of Toronto and the University of Toronto. The world-class facility was the largest sport new-build for the Games and the largest infrastructure investment in Canadian amateur sport history. Toronto Pan Am Sports Centre delivers extensive programming that serves recreational and community groups, high performance athletes, as well as fitness Centre clientele. The 312,000 square-foot centre includes two internationally sanctioned 10-lane 50-metre pools, a world-class dive pool and dry-land dive training facilities, a four-court gymnasium, an indoor running track, conditioning rooms, a high-performance testing Centre, studio spaces, and a state-of-the-art fitness Centre for members. The Canadian Sport Institute Ontario (CSIO), located at Toronto Pan Am Sports Centre, provides world-leading sport science and sport performance services. The centre opened to community users, University of Toronto faculty, staff and students, City of Toronto program users and high performance in September 2014. For more information visit www.torontopanamsportscentre.ca

Toronto Pan Am Sports Centre Inc. is committed to creating an inclusive and diverse work environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or disability. Toronto Pan Am Sports Centre Inc. will provide, on request, accommodations for disabilities to support your participation in all of our Recruitment Process.

We thank all applicants that apply, however only those being considered for an interview will be contacted.