



Toronto Pan Am Sports Centre Inc. is currently seeking a **Team Lead, Food Services (Part-Time)** with previous experience **working in a fast-paced food service environment** to join our team!

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

- Provide fast and efficient service while maintaining exceptional customer service as per Toronto Pan Am Sports Centre and Food Service Outlets
- Perform opening/closing duties for the department, including but not limited to ensuring staff are following opening/closing checklists, counting floats, processing deposits, finding deficiencies and correcting them
- Maintain open communication with other Team Leads and Management Team
- Assign primary and secondary duties for team members during each shift, and ensure daily checklists are followed and completed to satisfaction
- Conduct pre-shift meetings daily for both AM and PM shifts
- Operate cash register and process accurate payments from customers, including payment correction, refunds, processing Tbucks and Meal Plan payments, Gift Cards and accurately follow established cash handling policies and procedures
- Resolve customer service concerns to satisfaction
- Assist in training food service employees in compliance with Toronto Pan Am Sports Centre and brand requirements
- Assist Management with daily/weekly/monthly reports to be completed on a regular basis including but not limited to Opening/Mid Day/Closing/Weekly Checklists, Manager Walk-Thru, Coffee Call to Action, FPL, Always Fresh, Daily/Weekly Sales, Calibration, etc.
- Conduct inventory for Food Service Outlets and maintain optimal inventory levels according to the business demands
- Assist Management with maintaining brand standards and enforcing policies for Food Service Outlets
- Schedule and arrange coverage for meal breaks for staff on duty
- Process deliveries and invoices, report any shortage/extra product to the supplier and resolve any issues associated with deliveries
- Be knowledgeable regarding menus, staying up-to-date with all updates and promotions, including program and pricing updates and launching of new product etc.
- Communicate with other departments to resolve any operational issues and follow up with Management on a regular basis
- Be the main point of contact for inspections, inquiries, customer complaints, etc. and communicate with Senior Supervisor about daily operations.
- Understand and follow all food handling practices and comply with company and industry 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.)

- Maintain and operate large volume cooking equipment such as dough sheeter, pizza oven, grills, deep fryers, coffee makers, coffee machines, juice makers, etc.
- Be proactive, punctual, reliable and highly organized in a fast-paced environment;
- Maintain a clean and sanitary work and service area including tables, shelves, walls, oven, and cooking equipment
- Other duties as assigned

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

- Minimum of 1-2 years of customer service experience in food service outlets
- 1 year of cash handling experience, be competent in using cash register and process accurate payments
- Food Handlers Certification is mandatory
- Smart Serve is mandatory
- Excellent leadership and time management skills
- Excellent interpersonal communication skills
- 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

Three professional references will be required and a Vulnerable Persons police records check will be required for the successful candidate(s) as a condition of employment.

HOURS OF WORK

Must be able to work flexible shifts including early mornings, late evenings, weekends and holidays (including Saturdays and Sundays).

Hours will vary depending on scheduling requirements and can be anywhere from 5:30 a.m. – 10:00 p.m.

HOW TO APPLY

Please submit your resume to the attention of Luba Abdrazakova, Senior Supervisor, Food Services by November 25, 2018.

Email: labdrazakova@tpasc.ca

Our centre is located at:
 Toronto Pan Am Sports Centre
 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. 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 accessible organization and facility by removing barriers for individuals with disabilities. If you have any accessibility requirements or questions, whether as an employment candidate, volunteer, user of the facility or business partner, please contact us at accessibility@tpasc.ca.

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