



Team Lead, Food Services

Toronto Pan Am Sports Centre is currently looking for a **Full-Time Team Lead (1)** and a **Part-Time Team Lead (1), Food Services** to join our team!

Food Services include 3 franchises: Tim Hortons, Pizza Pizza and Booster Juice, our own brand Poolsides Bar & Grille, and Catering.

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

- Provide efficient service while maintaining exceptional customer experience as per Toronto Pan Am Sports Centre and Food Service Outlets
- Perform opening/closing duties for the department, including but not limited to following opening/closing checklists, counting floats, processing deposits, finding deficiencies, correcting and reporting them
- Use the positioning chart to assign primary and secondary duties for staff during each shift, and follow up to ensure tasks are completed
- 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 all cash handling policies and procedures
- Delegate tasks to team members and ensure that daily checklists are followed and completed to satisfaction
- Efficiently resolve any customer concerns regarding product or service, ensuring exceptional customer experience delivery for all patrons at Toronto Pan Am Sport Centre
- Assist in training food service employees in compliance with Toronto Pan Am Sports Centre and brand requirements
- Assist the Assistant Manager and/or her designates 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, Time and Temperature Logs, Product Inventory and Ordering, Daily/Weekly Sales, Calibration, etc.
- Assist in finding coverage for shifts when staff are unable to attend;
- Conduct inventory for Food Service Outlets and maintain optimal inventory levels according to the business demands.
- Assist Assistant Manager and/or her designates 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 resolve any issues associated with the deliveries by reporting immediately any shortage/extra product to the delivery driver, complete the required paperwork on spot, and communicate with the Assistant Manager for further resolution;
- 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 (building operations, I.T., caretaking etc.) to resolve any operational issues and follow up with Assistant Manager and/or her designates on a regular basis
- In the absence of food services management, be the point of contact for inspections in food services and communicate accordingly with the food services management team.
- 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 and other duties as required

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

- Minimum 2 years of Customer Service Experience, preferably in a Food Services
- Strong understanding and competency in using POS (preferably Blackboard, Quickservice) and accurately follow cash handling procedures
- Standard First Aid and CPR-C is mandatory
- Food Handlers Certification with TrainCan or ServSafe is mandatory
- Smart Serve is mandatory
- 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 a Vulnerable Persons police records check will be required for the successful candidate.

HOURS OF WORK:

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

HOW TO APPLY

Please submit your cover letter and resume to the attention of Luba Abdrazakova, Assistant Manager, Food Services by April 15, 2019.

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.