

Team Lead, Food Services (Part-Time)

Toronto Pan Am Sports Centre Inc. is currently seeking **Team Leads, Food Services** with previous leadership experience to join our team!

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

- Provide fast and efficient service while maintaining exceptional customer experience at Toronto Pan Am Sports Centre and Food Service Outlets
- Perform opening and closing duties for Food Service Outlets in compliance with Toronto Pan Am Sports Centre requirements
- Accurately follow cash handling policies including but not limited to counting floats, processing deposits, finding deficiencies and correcting them.
- Operate cash register and process accurate payments from customers, payment correction, refunds, processing Tbucks, Meal Plan payments and Gift Cards.
- Maintain open communication with Team Members, 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
- Resolve customer service concerns to satisfaction
- Assist in training food service employees in compliance with Toronto Pan Am Sports Centre and brand requirements
- Complete daily trainings, reports and logs to satisfaction for both AM and PM shifts
- 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
- Receive deliveries, check packing slips and accurately fill required logs
- Be knowledgeable regarding menus, staying up to date with all updates and promotions, including program and pricing updates, launching of new product etc.
- Communicate with other departments to resolve any operational issues and follow up with Management daily
- Be the main point of contact for inspections, inquiries, customer complaints, and follow up with Management 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 and other duties as assigned.

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

- Minimum of 1 year of leadership experience working in a fast-paced environment

- Minimum of 1 year of cash handling experience, be competent in using cash register and process accurate payments
- Food Handlers Certification by TrainCan or ServSafe is mandatory (condition of employment)
- Standard First Aid/CPR C is mandatory
- Smart Serve is mandatory
- Exceptional time management skills
- Ability to delegate tasks in a professional manner
- Ability to work as part of a team as well as individually with minimal supervision
- Ability to resolve customer concerns to satisfaction in a timely manner
- 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(s) as a condition of employment.

SHIFT REQUIREMENTS

AM Shift: 6:00am – 2:00pm (Friday and Saturday), with open availability on weekends and holidays

PM Shift: 2:00pm – 8:30pm (Monday to Friday), with open availability on weekends and holidays

This position is up to 30 hours a week with opportunity to pick up additional shifts based on business requirements.

Hours will vary depending on scheduling requirements and can be anywhere from 5:30am – 10:00pm.

HOW TO APPLY

Please submit your resume to the attention of Luba Abdrazakova, Assistant Manager, Food Services. **(Please specify what shift you are applying for and attach your availability)**

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 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 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.