Faculty of Commerce

CPIT
CHRISTCHURCH POLYTECHNIC INSTITUTE OF TECHNOLOGY Te Wānanga o Ōtautahi

Restaurant Manager

Position: Permanent, Individual Employment Agreement (40 hrs a week for **42** weeks)
Hours of work: Flexible hours are required to meet the needs of various restaurant shifts between Monday and Saturday.
Salary: **c.** $45,000

INTRODUCTION

Christchurch Polytechnic Institute of Technology (CPIT), the largest South Island Polytechnic and one of Canterbury's three major tertiary institutions, is located in the centre of Christchurch city with an additional campus in Opawa. Emphasis is on "applied" learning where theoretical education is combined with a hands-on approach. *CPIT* prides itself on the emphasis it places on excellence - such as the increasing number of teaching awards it attracts and its achievement of high levels of recognition in educational audits - and on the many diverse and dynamic partnerships it has with industry, the community and a wide range of interest groups in the city.

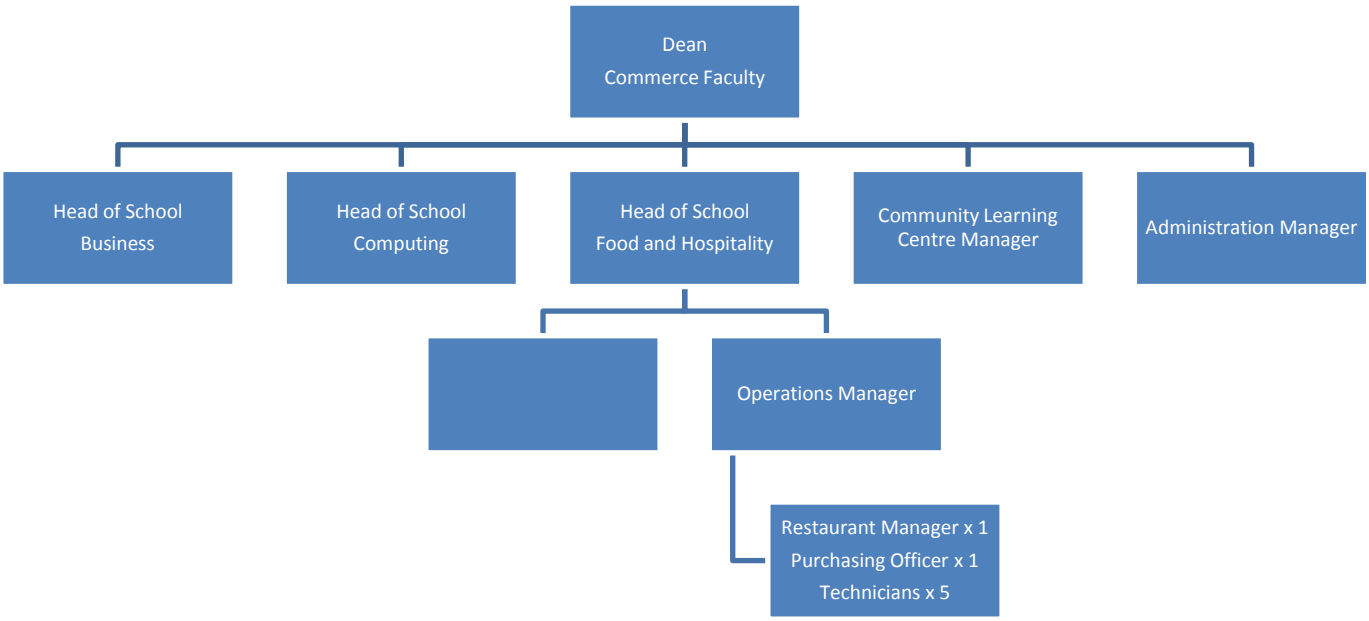
CPIT welcomes approximately 30,000 student enrolments each year including both full and part-time, domestic and international, professional, paraprofessional and trades focussed. Students and staff of a myriad nationalities attend throughout the year during the day, evening or weekend. Te Wānaka o Ōtautahi provides a place of belonging for those wanting to engage in te ao Māori or Fale Pasifika.

Over 1800 staff teach and support learning in vocational programmes and courses across a comprehensive range of career and subject areas at varying levels from foundation to degrees, graduate diplomas, diplomas and certificates to short term modules and courses customised for business, industry or special interest clients.

A challenging and exciting education environment demanding responsiveness to the diverse needs of students, employers and our region makes CPIT a dynamic and engaging place in which to work.

The School of Food & Hospitality generates 400 EFTS currently and employs 45 academic and general staff. It is an award winning training centre and works closely with the industry and Industry Training Organisations (ITOs) to be at the forefront of Canterbury's tertiary level training, and education in food and hospitality. The School is based in its own buildings (U block and MT block) of CPIT's Madras Street Campus.

ORGANISATION STRUCTURE



PRIME FUNCTION/PURPOSE OF THE JOB

Manage the day to day operations of the following areas within the School of Food and Hospitality:

- training restaurant and bar;
- restaurant operations to support functions and events, and
- assist with management and service of the delicatessen

DELEGATED AUTHORITY AND RESPONSIBILITIES

Financial: Nil
Human Resources: The recruitment, training, development and performance of restaurant cashier, contract bar, restaurant and kitchen hand staff within budget parameters and CPIT policies and procedures
Other: Nil

PROFESSIONAL PROFILE

ESSENTIAL	**PREFERRED**
Education/Qualifications:	• General Managers Certificate
Experience/Skills/Knowledge • A minimum of 3 years experience in supervising or managing a restaurant, function centre or catering outlet –front of house • Good skills in the use of MS Office • Sound organization and planning skills • Ability to analyse and interpret reports • Experience in understanding and using a wide range of restaurant administrative systems and processes • Ability to develop operational procedures • Demonstrated high level of initiative and leadership • Sound knowledge of purchasing and stock control practices in relation to restaurant and bar stock • Sound knowledge of sustainability practices appropriate to the School of Food and Hospitality environment	• Conference management experience • Restaurant, functions and/or conference sales and marketing experience • Development and design of menus and wine lists • Extensive experience in managing a range of food and beverage staff • Experience as an on-job trainer
Personal Attributes: • Strong customer service ethic • Ability to work effectively with a diverse mix of staff and students • Positive, enthusiastic and effective communication style with advanced personal communication skills • Present self as a professional hospitality industry role model • Ability to meet demanding deadlines • Ability to combine attention to detail with an understanding of the bigger picture • Willingness to work hours appropriate to support the operations of the restaurant schedule and additional activities • Flexible approach with the ability to cope with competing demands • Ability to work independently • Ability to negotiate	

KEY FUNCTIONAL RELATIONSHIPS	
Internal	**External**

• Dean • HOS • School Programme Leaders • Academic staff • Students • Admin team • Staff across CPIT	• Canterbury business people • Suppliers • Restaurant, function and delicatessen clients

KEY TASKS	**SCOPE**
Manage operational requirements of the restaurant	• Manage operations of all restaurants, functions and events to support restaurant, wine, bar and barista training • Assist the Operations Manger to obtain sponsorship for the benefit of training and financial viability • Manage the storage systems within the restaurant • Take and confirm restaurant bookings • Negotiate and manage functions held in the restaurant • Assist with the development of menus for the operation of the training restaurant including, functions and events. • Liaise with the chef(s) regarding menus and staff requirements for functions • Liaise with the tutor/s regarding the development of new menus and wine lists • Liaise with tutors regarding timetabled restaurant activities • Ensure the restaurant licensing requirements are current. This includes the GM Certificate for appropriate staff • Develop and maintain a staff roster appropriate to the operations of the restaurant • Maintain and replace restaurant equipment and resources within specified budget., in consultation with the Operations Manager • Support the activities of Visions restaurant by ensuring the supply and preparation of product and equipment is timely and appropriate • Ensure the quality of restaurant products for service. • Apply sound waste minimisation and environmental sustainability practices. • Maintain an annual equipment maintenance/replacement and cleaning schedule e.g. still room, furniture, bar equipment • Maintain the equipment stocks and storage related to the restaurant ie plate room, bar, wine cellar, still room. • Assist with and support competition training • Assist with and support the Salon Culinaire operations

Reporting	• Assist with preparation of reports as requested by the Operations Manager, Programme Leaders or HOS
Financial	• Co ordinate purchasing in conjunction with the Operations Manager and Purchasing Officer • Develop and manage processes of stock control and checks for the restaurant operations • Assist with financial/budget monitoring in the restaurant • Track restaurant casual/part time staffing budget • Monitor and control the restaurant, function and event budgets • Maintain and monitor financial activity reports for the restaurant
Health & Safety	• Maintain sound health and safety practices in conjunction with the school's Health and Safety officer
Sales and Marketing	• Assist with and develop a marketing and communication plan in conjunction with the Operations Manager. • Develop and maintain a restaurant database of regular clientele • Develop and maintain a profile in the local restaurant community • Develop and collate customer surveys • Develop sales promotions to promote the restaurant, functions and events and the delicatessen. • Build custom for the restaurant, function and event catering
Human Resources	• Identify levels of employment and respond to new appointment requirements as required • Maintain a level of casual and part time staff appropriate to ensure the smooth operations of the restaurant, within agreed budget parameters • Maintain staff information such as leave, employment and visa details • Apply CPIT application and employment processes.
Other	• Maintain regular communication with staff to ensure they are kept up to date with restaurant activities • Liaise with the Operations Manager on all aspects of restaurant activity

NOTES:

The successful applicant is required to commit to CPIT's staff profile which encompasses foci on students, learning and teaching, innovation, flexibility and continual learning, research, biculturalism, internationalization, disability awareness, environmental awareness and sustainability, health and safety and IT literacy.

All of the information provided above is intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time, the incumbent will be required to accept and carry out other relevant duties as assigned by the **Head of School or their delegate.**

FOR YOUR INFORMATION

1. **Limitations on Authority**
   Limitations on Authority will be agreed with the Dean in accordance with CPIT policies and procedures

2. Performance Review Procedure
   Performance reviews will be conducted at least annually. The annual review process involves these sources of input:
   Documentation and other materials submitted by the employee, after conducting an agreed review process.
   Assessments made by the Dean in discussion with the Head of School

3. **Staff Appraisal**
   CPIT has in place a negotiated system of staff appraisal in relation to job performance, safe work practices, and the criteria outlined in the CPIT Employee Profile.

4. **Professional Development**
5. CPIT is a learning organisation where professional development is supported. Staff are asked to develop a professional development plan with their Manager.

6. **CPIT Profile**
   For CPIT to develop and prosper, all staff are expected to demonstrate a range of skills, knowledge and attitudes that contribute positively to the organisation's fundamental purpose which is to provide quality learning for students. We have an integrated approach to defining, describing and developing a positive learning culture among staff and we align this approach at all levels to the mission, values, goals and strategic direction of the institution.

7. **Health and Safety**
   Applicants for positions are asked to declare any relevant health related needs or issues on the Confidential Information form provided to Human Resources with your application for appointment. This information is not used for shortlisting but we do expect you to discuss your needs as part of the interview process or when accepting an offer of employment where this is relevant. Confidentiality is assured and applicants will not be differentiated on the basis of disabilities or health requirements unless these render applicants unable to undertake the task requirements. Employees may be required to undertake a health check where baseline data is needed for specific positions.eg a hearing test for those involved in engineering workshops.

8. **Employment Terms and Conditions**
   An individual employment agreement will be negotiated confirming terms and conditions of employment

9. **Equal Opportunities Employer**
   CPIT is committed to equality and diversity and makes a determined effort to develop an inclusive environment to achieve a balanced gender representation and increase the number of Maori and other under represented groups on staff. We are an active provider of opportunities for differently abled people and recognise that all staff, are not only our employees, but have multi faceted lives that from time to time may require flexibility from CPIT to assist in meeting their other commitments.

APPLICATION DETAILS
Applications for appointment must be marked:

Restaurant Manager **Ref. FC3384**

Applications should be addressed to:
Senior HR Advisor
Christchurch Polytechnic
Institute of Technology
P O Box 540
CHRISTCHURCH

Email: hr@cpit.ac.nz
Phone: 03 940 8623
Fax: 03 940 8616

Applications Close
Friday 30 January 2009

The standard application form provides the Institute with a common set of information about each candidate but applicants should not limit themselves to that form. Personal applications set out in the applicant's own style including a curriculum vitae and particular references to the job description and personal profile are welcomed. CPIT reserves the right not to appoint or to appoint by invitation in the event the recruitment process is deemed to be unsuccessful.