

JOB POSTING

Job Title: Outlets Manager

Job Status: Full-time, Contract

Start Wage: \$70,000 - \$75,000 per annum

Summary of Position:

The Outlets Manager is responsible for the overall leadership and performance of **Aura Waterfront Restaurant + Patio, In-Room Dining, and Duo Café & Bakery**, ensuring each outlet delivers a refined, welcoming, and guest-focused experience aligned with the Inn at Laurel Point's values and brand.

This role provides strategic and hands-on leadership across multiple service environments, supporting leaders and colleagues to deliver consistent, high-quality experiences for both hotel guests and the local community. The Outlets Manager leads through presence, structure, and accountability, ensuring service standards, team performance, and operational practices are consistently upheld across all outlets.

Working closely with the Director of Food & Beverage, the Outlets Manager supports forecasting, budgeting, and overall departmental performance, aligning operational decisions with both business needs and guest experience priorities.

Responsibilities:

- Provide strong, visible leadership for Aura Waterfront Restaurant + Patio, maintaining a consistent presence on the floor during service
 - Lead, coach, and support colleagues to deliver a welcoming, attentive, and elevated guest experience
 - Onboard, train, and develop team members, reinforcing service standards and fostering professional growth
 - Model composure, professionalism, and guest-focused decision-making in all situations
 - Establish, maintain, and uphold departmental service standards, policies, and procedures with clarity and consistency
 - Oversee daily service operations, proactively identifying opportunities to enhance the guest experience
 - Address and resolve guest concerns with discretion, empathy, and timely follow-up
 - Foster a respectful, collaborative, and accountable team culture within a unionized environment
- Partner with Marketing to promote Aura and participate in relevant community and industry events (e.g., Dine Around)

- Ensure POS and related systems are maintained and utilized effectively to support service operations
- Support and uphold Health, Safety & Wellness requirements and hotel-wide initiatives
- Perform other related duties as required to support operational excellence

Job Requirements:

- Minimum five (5) years of management experience, three (3) years within an upscale or fine-dining restaurant or multi-outlet food and beverage environment
- Experience contributing to budgeting and forecasting processes, with a clear understanding of labour management and operational cost control
- Demonstrated experience leading diverse food and beverage teams; experience working within a unionized environment considered an asset
- Proven ability to lead leaders, with a strong focus on coaching, accountability, and team development
- Strong operational mindset, with the ability to establish and maintain systems that support consistent service standards across multiple outlets
- Demonstrated commitment to a welcoming, guest-focused approach, setting the tone for hospitality across all service environments
- Strong floor leadership presence, with the ability to balance visibility in service with broader operational responsibilities
- Comprehensive knowledge of food, wine, spirits, and beverage programs, with the ability to guide and support consistent service excellence across all outlets
- Demonstrated ability to remain composed, decisive, and solution-oriented in a fast-paced, high-expectation environment
- Excellent communication skills, with the ability to influence, coach, and align teams at all levels
- Demonstrated ability to manage competing priorities and adapt leadership approach across different service styles (restaurant, café, in-room dining)
- Demonstrated reliability, including consistent attendance and punctuality, and an understanding of how reliability supports team operations and guest satisfaction
- Solid knowledge of POS systems and standard office software (MS Office, Excel, Outlook)
- Valid FoodSafe Level 1 and Serving It Right certifications
- Flexible availability, including early mornings, evenings, weekends, and statutory holidays
- Physical ability to meet the demands of the role, including lifting up to 30 lbs. as required
- Alignment with and commitment to the Inn at Laurel Point's core values of **Excellence, Respect, Curiosity, and Stewardship**

Reports To: Director of Food and Beverage

Closing Date: Please submit your application as soon as possible as applications are reviewed daily

Apply Now! Please email your resume to careers@laurelpoint.com. For more information, please visit our Careers page at www.laurelpoint.com/careers

What's in it for you?

- Competitive Wages
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Comprehensive benefits package
- Colleague of the month recognition program
- BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- Aura waterfront restaurant + patio staff discount - 50%
- Need a staycation? We've got you covered, after your 1-year work anniversary, enjoy a complimentary one-night stay including breakfast for 2
- Friends & Family hotel discount (so you can show off your amazing workplace)
- Candidate referral bonus - \$500
- Industry discounts
- Workshops
- Cross-training opportunities
- Skill and advancement training programs
- Shower and locker facilities

Thank you for considering Inn at Laurel Point as your employer of choice!