



Service Coordinator Stella's Brasserie

About Us

Award-winning. Inspiring. Values-driven. Entrepreneurial spirit. These are some of the words that describe Stella's Circle, a leading social justice organization that works with over 1,500 people each year to help transform lives through housing, mental health, and employment.

The Position

Reporting to the Chef Coordinator, the Service Coordinator is responsible for oversight of the front of house at Stella's Brasserie and the daily operations of the bar and front house service in consultation with the culinary team.

What You'll Do

- Serves as the lead operator of the Point of Sale (POS) system, working in consultation with management to program and optimize its use. This includes overseeing cash controls, tracking sales and key performance indicators (KPIs).
- Coordinates staff scheduling.
- Crafts beverages and provides table service to guests.
- Manages procurement front-of-house (FOH) tableware, including glassware, cutlery, dishes and other service items.
- Leads the planning and executing of the bar and beverage menu, including product selection and service standards in consultation with the Chef Coordinator.
- Conducts product costing to ensure that beverage recipes are accurately recorded.
- Monitors sales to ensure beverage offerings align with revenue goals.
- Oversees inventory management and appropriate storage of all alcohol products, with a focus on minimizing waste and ensuring proper handling.
- Monitors guest satisfaction and overall dining experience, gathering feedback and communicating customer expectations and concerns to the Chef Coordinator.
- Participates in the recruitment and selection of FOH service staff.
- Provides ongoing supervision, mentorship, training, scheduling and conducts annual performance evaluations to front of house staff team.
- Approves FOH staff timecards for payroll processing.



STELLA'S

BRASSERIE

- Maintains accurate records of gratuities and manages bi-weekly disbursements to staff.
- Oversees cleanliness and presentation of the site, coordinating maintenance and repairs.
- Leads the planning and execution of special events, in collaboration with the Chef Coordinator.

What You'll Bring

- Completion of a college program in hospitality, food and beverage service, or a related field. A combination of education and experience will also be considered.
- Minimum of 3 years experience in a leadership role within the food and beverage industry.
- Solid working knowledge of spirits, wines and other alcoholic beverages.
- Strong customer service skills and commitment to creating an exceptional guest experience.
- Excellent organizational and communication skills. Experience in safe food handling is required. Food Safety Certification is considered an asset.
- First Aid and CPR Certification are considered assets.
- Awareness of and sensitivity to mental health challenges and other barriers that may impact participants and individuals seeking or maintaining employment.
- Ability to perform effectively under pressure in a fast-paced environment.
- Practical experience handling cashier duties and operating POS systems.
- Strong attention to cleanliness, hygiene and workplace safety standards.
- Exceptional interpersonal and communication skills.
- Criminal Record Check/Vulnerable Sector Check is required.
- Valid Drivers License and must be eligible to be insured on the company vehicle.

The Details

This is a full-time permanent position. The salary for this position is \$38,770, plus guaranteed gratuities. Stella's Circle offers health and dental, long-term disability, life insurance, matching RRSP plan, birthday leave, sick leave, personal leave and three weeks vacation.

How to Apply

This job post will remain active until the position is filled. Please send cover letter and resume to:

Human Resources Specialist



STELLA'S
BRASSERIE

Stella's Circle

Email: recruitment@StellasCircle.ca

About Stella's Circle

Stella's Circle is a nationally celebrated charitable organization with a mission to help transform lives through Real Homes, Real Help and Real Work. Our wrap-around housing, mental health, and employment programs are rooted in recovery and inclusion. Our vision is A Home. A Job. A Community – for everyone. Learn more at StellasCircle.ca.

Stella's Circle is proud to be an equal opportunity employer that embraces diversity. We are committed to creating an inclusive environment for all individuals and ensuring full and equal participation for each individual in our community. We treat all people with respect and dignity, and recognize their rights, opinions, experience, knowledge, and competence. Stella's Circle encourages applications from people of colour, people of diverse sexual orientations and gender identities, Indigenous Peoples, those with physical and mental illness and/or challenges, and those who face any systemic barrier.