



Restaurant General Manager – Apprentice **The Broken Bow** **Port Alberni BC**

Job description

Are you an experienced restaurant professional with a proven track record of excellence in managing and growing successful dining establishments? Are you a master at tackling problems effectively and with confidence? Are you fun and enjoy encouraging those around you? Our amazing team is seeking an exceptional General Manager to run and oversee the daily operations of our restaurant. We are looking for a strong, kind, and confident leader with experience in operations, staff development, and customer satisfaction to drive our continued growth and success. If you thrive in a fast-paced environment, possess a strategic mindset, and are passionate about delivering outstanding dining experiences, we want to hear from you!

Who We Are:

At The Broken Bow we offer a true West Coast hospitality experience, located within steps of a beautiful ocean inlet, in the heart of Port Alberni. We are an upscale casual breakfast and brunch restaurant committed to exceptional food, outstanding service, and elevated experiences. Our extensive menu is 100% Gluten Free as well as offering options for many dietary restrictions including vegan and dairy free. We serve what many have claimed is the best coffee in the valley, our baristas are second to none. (Period!)

As we continue to deliver on our mandate of “Eats for Everyone” we realize that our little restaurant has gained in popularity and it is now time to expand, again! We started at 20 seats in year one, year two we expanded to 50 seats and now entering into our 4th year we are working on a bigger kitchen, more indoor and outdoor seating and a bakery component. As we strive to make these incredible changes we need someone who can master our day-to-day operations so that we can focus on the future and continue to provide more for our customers and more opportunities to our wonderful staff.

The Role:

We are looking for a ‘General Manager – Apprentice’ to join our energetic team. The ideal candidate will have a genuine passion for hospitality, strong leadership experience, and extensive knowledge of food and coffee. As General Manager, you will oversee daily operations and lead the team with grace, kindness, and skill, ensuring that every guest and every member of our team have an exceptional experience.

Key Responsibilities:



Deliver excellent and engaging guest service to create memorable dining experiences.
Manage day-to-day operations to ensure smooth and successful shifts. (You are a problem-solving super hero)
Provide informative and helpful assistance to guests regarding menu items.
Oversee billing processes and manage payment functions including solving any issues with payment processes and POS systems.
Enforce restaurant policies, procedures, and service standards, ensuring team accountability.
Maintain comprehensive knowledge of all menus and promotions.
Lead the team in adhering to safety and sanitation policies when handling food and beverages.
Handle guest interactions with professionalism and respect, responding effectively to feedback and resolving issues.
Supervise and develop hourly personnel through coaching and performance management.
Assist in onboarding and training new team members.
Control inventory and oversee ordering procedures.
Perform closing/opening procedures, calculate daily tip outs

Create marketing and sales initiatives.
Execute all duties with care and attention to detail.
Assume additional responsibilities as assigned including daily shopping for groceries and supplies.

Our Ideal Candidate:

5+ years of management experience in a similar role or establishment (Or an equal combination of education, applicable experience, and a desire for career growth)
Demonstrates honesty, openness, and kindness.
Friendly, outgoing, and maintains a positive attitude.
Strong communication and interpersonal skills.
Proficient in computer skills and possesses basic math skills with financial understanding.
Self-motivated, goal-oriented, and a quick learner. (You're ready to get it done!)
Strong organizational skills with the ability to work calmly under pressure.
Sets an example for a respectful and collaborative team.
Effective problem-solving and conflict resolution skills.
FOOD SAFE AND SERVING IT RIGHT REQUIRED.

What We Offer:

Competitive compensation package including gratuities, benefits, bonuses, and staff discounts. Hourly wage of \$23 - \$32 plus gratuities depending on experience. Salary wage negotiable.
A strong culture of teamwork in a fun, fast-paced work environment.



Opportunities for career growth.

If this sounds like the role for you, please submit your resume and cover letter. We look forward to meeting you!

Start Date: OPEN

Wages: Based on experience and capabilities, room for growth

Perks: Many.

Submit Resumes to: info@thebrokenbow.ca

Only those candidates chosen for an interview will be contacted.