

TITO BOY'S

Take part in the Filipinx food movement by joining our dynamic team!

For many immigrants, food feels like home despite being half a world away from their homeland. At our restaurant, our mission isn't only to empty plates. At Tito Boy's, you're invited to a gathering place, a community hub, and a culinary home away from home.

Dig into familiar Filipinx fare and delectable fusion dishes at our new family-owned restaurant. We're opening soon in Winnipeg's south end conveniently located only a few minutes away from St. Vital Shopping Centre.

We're looking for an energetic, organized and ambitious full-time front-of-house supervisor to lead our serving staff at Tito Boy's. As a permanent fixture at our restaurant, you are a natural leader who enjoys taking ownership of the outcomes for a small but mighty high-performing serving team. You thrive in a team-based environment and feel comfortable taking a leadership role among your peers. You are a clear and concise communicator who can delegate tasks as needed to get the job done. Additionally, as the face of our brand, you take pride in leaving a lasting impression on each guest you welcome to our restaurant. Your warmth, kindness and compassion are qualities that encourage our guests to return for yet another exceptional culinary experience. Your guests trust you and know you by name. You love building meaningful connections with our patrons who get to experience our Filipinx fare, many for the first time.

As the lead of our front-of-house team, you're in charge of:

- Training and supervising part-time and casual serving staff
- Managing break schedules and shift changes for front-of-house team

- Serving as the point person responsible for front-of-house inquiries and escalations
- Delegating and supporting opening and closing duties to prepare the next shift for success
- Producing written reports for management team on key issues and opportunities
- Supporting management team on promotions, marketing and events
- Providing exceptional dining experiences for our guests, turning casual patrons into regular clientele
- Presenting restaurant menus and helping customers select food/beverages
- Answering questions or making recommendations for complementary products
- Taking orders and reservations over the phone
- Operating our TouchBistro mobile POS system to issue bills and accept payment via cash, credit and gift card
- Preparing alcoholic and non-alcoholic beverages
- Handling customer feedback with a positive attitude
- Adopting “clean as you go” approach with special attention to sanitation

Requirements:

- Must be available to work early mornings, evenings and weekends (with guaranteed Mondays and Tuesdays off)
- Manitoba Smart Choices certified (we pay for your training)
- Strong people skills embracing a customer-oriented approach and family-oriented philosophy
- Ability to multitask, adapt and work well under stress
- Great communicator, problem solver and team player
- Demonstrate respect and dignity for each and every guest who enters our safe space
- Previous experience in hospitality sector and knowledge of Filipino food is an asset

What's in it for you:

- Health benefits
- Competitive base compensation and tips
- Flexible scheduling to support work/life balance
- Meal discounts
- Opportunity to grow within the company

Hours of operation:

- Wednesday/Thursday/Sunday - 8AM-3PM
- Friday/Saturday - 8AM-3PM & 5PM-9PM

Job Types: Full-time, Permanent

Salary: \$14.00 per hour