

True North Sports + Entertainment is looking for a motivated and dependable individual to join our Guest Experience team.

Reporting to the Vice President of Guest Experience, the **Director, Food and Beverage** serve as True North Sports + Entertainment's primary contact for food and beverage services at Canada Life Centre, Burton Cummings Theatre and for other venues and events as required. Balancing guest experience, operating results, KPI's, and other analytics, this position will work with True North's food & beverage service provider to maximize guest experience and earnings for True North.

What to be excited for in this role:

- Serve as True North's primary food and beverage leader.
- Build a harmonious and effective working relationship with the food and beverage service provider.
- Work closely with the finance and business intelligence teams, and under the guidance of the food & beverage service agreement, utilize key financial and analytic data to assist with driving sales, control, and profit (quantitative and qualitative).
- Assist with the development and measurement of Key Performance Indicators to hold True North's service provider responsible for quality and service in food and beverage operations focusing concessions, premium and catering.
- Develop business plans to align with the development of growth strategies for food and beverages services and programming.
- Lead and or assist with special projects related to food and beverage planning, strategy, and innovation.
- Working alongside the service provider, and other True North departments, assist with the development, implementation, measurement and reporting of food and beverage standards for premium service training, food quality and presentation.
- Provide vision/manage input towards Food and Beverage programming and initiatives for marketing and ticket sales.
- Participate in NHL food and beverage planning initiatives and reporting, ensuring to stay apprised of food and beverage trends, best practices, and opportunities for future innovation.
- Lead bi-weekly F&B meetings with internal working group and host or participate with other meetings and plans involving food and beverage services.

What we need from you:

- 7-10 years' experience in the hospitality service, management, events or related professional area.
- Hotel and Restaurant Management, Hospitality Management, Business Administration, or related degree is required.
- Considerable experience with financial management.
- Confidence with the utilization of business intelligence data to drive decisions for meeting KPI's and defining future growth and innovation.

WE ARE TRUE NORTH.

We thank all that apply, however, only those selected for an interview will be contacted. No phone calls please.

- Experience leading and executing large scale projects with a diverse stakeholder group is required.
- Must be available to work evenings, weekends, and holidays.

Why you should join us

As a top employer in Manitoba since 2008, True North Sports + Entertainment offers challenging and meaningful work in a fast-paced work environment, exciting opportunities with room to grow and develop, a variety of work day-to-day, and a rewarding and enjoyable place to work.

At True North, we value and are dedicated to building a diverse, inclusive and authentic workplace. While all our positions require demonstrated competence to achieve success, we encourage you to apply even if your previous experience does not align perfectly with every qualification in the job description. You may be just the right person for this role, or other roles!

To apply for this position, please fill out the online application form by [clicking here](#). You will be asked to upload your cover letter and resume at the end of the form (combined into one document).

Accommodations are available upon request throughout all aspects of the selection process. Candidates requiring accommodations may contact, in confidence, hr@tnse.com.

Closing date: Sunday, May 7, 2023

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