

Food & Beverage Manager

Full-Time | Permanent

Students' Association of Mount Royal University (SAMRU)
Wyckham House Student Centre | Calgary, Alberta

Are you a reliable, outcomes-oriented problem solver with excellent customer service skills who enjoys managing systems, empowering staff, and delivering exceptional experiences?

The Students' Association of Mount Royal University (SAMRU) is seeking a Food & Beverage Manager to oversee our food and beverage operations, including a licensed campus lounge, coffee shop, smoothie kiosk, and occasional catering services. Supported by the Director of Business Services you'll manage day-to-day operations, meet financial objectives, ensure health and safety compliance, and lead a dedicated team of coordinators and frontline employees.

This is an opportunity to combine business management with hands-on leadership while ensuring safe, service-focused delivery of food and beverages within a unique non-profit organization.

About SAMRU

SAMRU is a student-focused charitable organization representing and serving Mount Royal University students. We operate the Wyckham House Student Centre, provide essential student services, organize hundreds of events each year, advocate on behalf of students, and create welcoming spaces where students can connect and succeed.

Our Food & Beverages department helps fulfill that mission by providing the campus community with incredible value on high-quality food, beverages, and catering services.

What You'll Do

As our Food & Beverage Manager, you'll:

- Oversee and manage day-to-day operations of the food and beverage businesses and occasional catering services.
- Review, develop, and manage systems, and evaluate options to improve operations.
- Ensure compliance with regulatory requirements, health and safety standards, and SAMRU policies.
- Recruit, select, train, and coach departmental staff to ensure excellent customer service.
- Maintain inventory controls and ensure availability of food and beverage products.
- Review menus, forecast requirements, and ensure safe food handling practices.
- Achieve financial objectives by adhering to annual budgets, analyzing variances, and managing cash handling and POS systems.

- Manage occasional large-scale venue rentals and ensure all catering execution complies with contractual obligations.
- Assist directly in operations by occasionally working front-line during peak periods if required.

We're Looking For Someone Who...

- Has management experience in the alcohol service and/or food service industry.
- Has a strong customer service orientation with experience training and coaching others to provide excellent service.
- Has experience with business management systems, including financial and inventory management, risk management, regulatory compliance, and business evaluation.
- Has strong interpersonal skills, including the ability to manage conflict.
- Has strong organizational skills with excellent attention to detail.
- Is a problem solver who anticipates potential issues and initiates actions.
- Has ProServe and ProTect certification, or a commitment to obtaining these once hired.
- Has strong MS Office skills, especially using Excel.
- Is willing to work occasional evenings and weekends.

Why Work at SAMRU?

Working at SAMRU is about more than managing food and beverage operations - it's about helping thousands of students discover welcoming spaces and experiences that support their success. We offer:

- Competitive salary starting at \$70,000 per year.
- Comprehensive employer-paid health and dental benefits.
- Paid vacation starting at 15 days in the first year.
- 13.5 paid holidays per year, plus three additional paid days off between December 26 and January 1 when the campus is closed.
- A progressive, 35-hour work week with a flex-time program.
- RRSP contributions (without a requirement to match) beginning after two years of continuous employment.
- An annual \$888 bonus and a \$600 health spending account.
- Free membership at Mount Royal University's gym.

Join Our Team

If you're looking for a leadership role in a fast-paced environment where your management expertise, problem-solving skills, and customer focus will have a visible impact across our operations, we'd love to hear from you.

Please submit your resume with a cover letter to Cara Thompson at hr@samru.ca. This competition will remain open until a suitable candidate is found. We thank all applicants for their

interest; however, no telephone inquiries please, and only those candidates selected for an interview will be contacted.