

## Manager on Duty (MOD) of Entertainment

*Strengths: professionalism, honesty, accountability, leadership, prioritization, effective decision making, positivity, organization, time management, communication, problem solving, interpersonal skills, cultural affinity*

### **Immediate job duties are as follows:**

- Consistent implementation of policy and best TBKBEC operational practices
- Overall execution of special events and day to day operations
- Directly responsible for shift readiness, flow, and success
- Shift coordination; forecasting and implementing the TBKBEC way
- Staff development; daily coaching, delegation, accountability, operational execution, and disciplinary action
- Driving second mile service; analyzing and resolving guest complaints proactively
- Responsibly handling cash and credit transactions
- Fostering TBKBEC culture; maintaining honesty, integrity, respect, teamwork, and a positive work environment
- Preserving a desirable, clean, and safe facility for our team and guests

### **Additionally, this job will require:**

- Public speaking: team huddles and rallies, engaged managerial meetings
- Defining team goals, communicating expectations, and abiding by standards
- Significant team impact, being a role model and an acting ambassador of the TBKBEC vision

### **To further uphold standard within our company in this position, our expectations are as such:**

- Promptly arrive to scheduled shifts and follow attendance/uniform policies as outlined in handbook
- Communicate with guests, coworkers, and management effectively and efficiently
- Conduct yourself positively and hold your weight as a team player

- Take coaching and feedback and turn into action
- Treat your team and guests with respect
- Follow procedures in a timely manner and maintain productivity
- Willingly demonstrate ability to activate needs in other areas of the complex as necessary

As an acting member of management, it is critical that our Entertainment MODs are fair, consistent, charismatic, and empathetic with a genuine passion for people, fostering teamwork and achieving results. As ambassadors of this company, TBKBEC will rely heavily on our management staff to not only uphold standard daily but creatively find ways to bring out the best of our team to make TBKBEC the go-to destination in the QC and in turn, drive brand loyal customers.

Job Type: Full-time

Pay: \$9.00 - \$22.00 per hour