



FOOLS & HORSES
COFFEE CO.

After-Hours Events / Pop-up Catering Manager (Broadway)

Fools & Horses Coffee Company seeks an ambitious and experienced leader to oversee off-site coffee catering and after-hours events at our 379 Broadway location. This manager will be responsible for all after-hours operations, including recruiting, hiring, and supervising after-hours and off-site staff; looking after events logistics; and ensuring an overall exceptional customer experience.

As our largest store, 379 Broadway offers a full range of coffee and tea products, food service, as well as a wine, beer, and cocktail menu. After our regular hours of operation, our Broadway shop is available as a venue for vibrant and dynamic private or public programming – from panel discussions to wedding showers and birthday parties, to pop-up dinners and AGMs. Our after-hours manager is responsible for overseeing both private rentals, as well as navigating opportunities for in-house programming and partnerships.

Performance Expectations

- Take initiative for maximizing after-hours programming opportunities both inside (scheduled in-house events) and outside the coffee shop (i.e. pop-ups, off-site community events, etc.)
- Be a brand ambassador in providing an open and welcoming space for diverse groups because it provides a gateway to introduce customers and organizations to our brand; be willing to network on our behalf to solicit event bookings with future renters
- Provide creative solutions for catering partnerships, cocktail development, coffee/latte workshops, etc. to make the events more profitable and innovative from the ground up
- Hire and oversee a core team of employees who will assist in maximizing the revenue possibilities through after-hours food and liquor sales
- Maintain all events coordination and customer correspondence, and design and publish a bi-weekly after hours and off-site employee schedule through our online app "wheniwork"
- Endeavour to provide content capture at events and coordinate with social media manager to ensure events are publicized and actively supported internally
- Coordinate with staff to ensure they are aware of in-house programming
- Invoice and accounting for catering and all after-hours events
- Attend weekly meetings with Kendra/Ben to provide direct feedback and updates with online report tracking rental revenue / sales during events
- Craft event hours / policies and adapting them on an ongoing basis and communicate those policies to the event staff
- Garner feedback from staff about events and renters to ensure our rates and policies are in step with industry standards and appropriate for what we offer
- Manage the inbox for all off-site batch coffee requests
- Coordinate with the in-shop managers at Broadway and The Forks to ensure the production of all off-site batch coffee requests
- Schedule staff to deliver, potentially staff, and pick up off-site batch coffee orders--or conduct these activities oneself.
- Ensure that equipment is properly cleaned, stored, and distributed to the necessary store for any off-site requests.

Position Requirements

- Established professional, exemplary hospitality experience
- Flexible availability in the case of early morning catering orders that require an early start or evening events if limited staff are available (or if they call in sick)
- Smart Serve Certification
- Physically fit to stand, walk, bend, twist and lift up to 40 kg
- Driver's license or access to a vehicle for potential deliveries (Peg City Car Co-op Membership qualifies)
- Flexibility and timeliness with email correspondence and willingness to accommodate unique requests from customers
- Keen interest in event management and the Fools + Horses business model and brand
- Outgoing personality and a positive attitude for a public-facing role
- Verified record of punctuality/attendance and time management

Preferred Qualifications

- Evident excellent communication and interpersonal skills
- Familiarity with Vend POS or Xero Accounting software
- Management or Business training or education, specifically in Hospitality
- Commitment to fair, sustainable trade
- Knowledge of specialty coffee and/or tea
- Previous coffeehouse experience
- Creativity, humour, and diverse life experience