

Restaurant Manager, Multi-Concept

Polpette Pizza + Pasta · Poppy's French Bistro + Bar Bijou · Twist Kitchen + Cocktail

Thornbury/Blue Mountains/Collingwood, Ontario · Full-time, salaried · Immediate start

Expected total compensation: \$60,000–\$68,000 per year + performance bonus

About Us

Turner Hospitality Group owns and operates nine distinctive restaurant concepts across the Georgian Bay region and Toronto. Each has its own personality; they share one operating standard.

We are a family-founded business that has grown deliberately. We write things down, we train properly, and we promote from within wherever we can.

These positions cover four concepts operating from three locations. Polpette is our neighbourhood Italian restaurant in Thornbury, Poppy's our French bistro in downtown Collingwood, operating alongside Bar Bijou, our small cocktail bar, and Twist our legendary supper club in the Blue Mountain Village.

The Roles

We are hiring two Restaurant Managers, Multi-Concept. Both report to the General Manager, Multi-Unit.

One will hold primary responsibility for Polpette in Thornbury. The other will hold primary responsibility for Poppy's and Bar Bijou in Collingwood and both will share Twist. Both will be trained across the other operations so that you can support and cover one another when required.

Primary means accountable: the result, the schedule, the standards and the team in that operation are yours. Cross-training means neither operation depends on one manager being available every day.

That is the point of the design. Between the two of you and the certified senior staff you develop, every service should have qualified leadership in the building - and both of you should be able to take your days off and your vacation without the room falling over.

Polpette peaks through the summer, Twist peaks in the winter and Poppy's runs steadily year-round, so the two operations do not compete for you on the same weekend. Thornbury and Collingwood are about twenty-five minutes apart; there is some driving in these roles, and we would rather you knew that now than found out in week three.

Both positions start immediately.

What You Will Own

- In your primary operation: the result, the schedule, the standards and the team.
- Running service and setting the pace and standard in whichever room you are in.
- Hiring, onboarding, training and developing the front-of-house team in your primary operation.
- Running our Manager on Duty certification programme: training senior staff, signing them off, and maintaining a certified bench deep enough that every shift has qualified leadership in the building.
- Developing our Captain tier - our senior service role - including individual sales expectations on wine, cocktails and menu supplements.
- Setting and auditing opening and closing standards.
- Front-of-house receiving and inventory discipline.
- Managing call-ins, coverage and overtime within the established labour model, and handling first-instance employee conversations in coordination with HR.
- Carrying defined spending authority on shift, so you can solve reasonable problems without waiting for permission.
- Taking first-line ownership of guest, employee and operational incidents.
- Keeping genuine working familiarity with the other operation - rostered shifts there, not an occasional visit - so that your cover is real when it is needed.
- Working with our Culinary Director and chef team on execution, communication and pacing. The food is theirs; the room is yours.

How You Will Lead

This is a floor leadership role. You will spend the majority of your shift where your guests and your team need you most, not behind a desk.

At around forty covers you play host yourself rather than adding another overhead wage to the shift. On a busy night you move through the restaurant as service requires - supporting the door as reservations arrive, moving to the pass as food and beverage demand peaks, then working the room and making table touches once service settles.

You are also not automatically the person who closes every night. Closing and holding the room are defined responsibilities that trained and certified senior employees carry.

That is deliberate, and across two operations it is essential: we want your time concentrated on peak service, on leadership, and on building a bench capable of running a shift without you. Building that bench is part of the job, not an extra.

How We Operate

We believe great restaurants are built through disciplined execution. Our kitchens cook from written specifications, not memory. Our beverage programmes operate to defined standards, with measured pours, house-made ingredients and carefully curated wine lists. We manage labour and operating costs deliberately, and we write things down.

Standards matter, and so does hospitality. We want leaders who understand how to combine both.

Polpette in particular is intended to be repeatable - if something works there, we want to be able to teach it and reproduce it.

What You Will Bring

- Experience leading service in a full-service restaurant as a Restaurant Manager, Assistant General Manager or General Manager.
- A track record of developing people rather than simply scheduling them. We will ask you who you have developed and where they are now - in a role like this, a team that cannot run without you is the whole problem.
- Comfort working across more than one concept and location.
- The temperament to work as part of a management pair. You will cover each other and hand things over regularly. Someone who needs to be the only authority in a building will not enjoy this.
- Experience building schedules and managing labour against sales.
- Strong organisation without losing operational detail.
- Confidence being the senior person in the building, and the judgement to know what to decide yourself and what to escalate.
- Strong wine and beverage knowledge, or a genuine appetite to build it quickly.
- Community instinct. Thornbury and Collingwood are small towns, regulars matter, and these restaurants are part of them.
- Smart Serve certification, and Food Handler certification or willingness to obtain it.
- A valid Ontario driver's licence and access to a vehicle. These roles move between Thornbury and Collingwood when required.
- Availability to work evenings, weekends and holidays, and through genuinely busy seasonal peaks.

What We Offer

- Expected total compensation of \$60,000 to \$68,000 per year, depending on experience.
- Performance bonus in addition to the above, tied to results you are accountable for.

- Comprehensive health, dental and vision benefits.
- Paid vacation - and a structure built so you can actually take it.
- Staff meal on every shift worked.
- Dining discounts across Turner Hospitality Group restaurants in Georgian Bay and Toronto.
- Leadership development, ongoing professional training, and wine and beverage education.
- Established operating and training systems that actually exist and are actually used.

How to Apply

Send your resume and a short note to shelbyj@turnerhg.com. Tell us about one person you developed and where they are now - we are as interested in the people you have built as the restaurants you have worked in.

Applications are reviewed as they are received.

Compensation and Vacancy Disclosure

The expected total compensation for this role is stated above. This posting is for existing vacancies.

Use of Artificial Intelligence in Hiring

Turner Hospitality Group uses artificial intelligence to assist with the screening of applications as part of our recruitment process. Hiring decisions are not made by artificial intelligence alone; applications selected for consideration are reviewed by our hiring team.

Equity, Diversity and Inclusion

Turner Hospitality Group is an equal opportunity employer. We are committed to building diverse, inclusive teams and hiring based on capability, character and potential. All qualified applicants will receive consideration without regard to any ground protected under the Ontario Human Rights Code.

We do not require Canadian work experience. We are interested in what you can do, not where you learned to do it.

Accessibility

Turner Hospitality Group is committed to providing an accessible and inclusive recruitment process.

Accommodations are available at every stage of recruitment in accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. If you require an accommodation, please let us know and we will work with you confidentially.

Our Commitment to Applicants

If you interview for this position, we will let you know the outcome within 45 days of your final interview.

You will hear from a person, either way.