

Somerset Club

Assistant General Manager / Director Food and Beverage Job Posting

Background to The Somerset Club

The Somerset Club is one of the leading private clubs in the world, with a distinguished history and vibrant membership. Founded in 1851, the Somerset Club was the preeminent social club in Boston, and the Club prides itself on maintaining that reputation to the present day. The Club has nearly 700 men and women members (just below our constitutional limit).

The Somerset Club is open year-round, closing to members for two weeks at the end of August. The Club is closed on all major holidays. Food and Beverage service is offered Monday through Friday for breakfast, lunch and dinner. The Club adds dinner service on Saturdays beginning after Columbus Day and concluding prior to Memorial Day. This offers staff a high quality work / life balance. The Club has a Main Dining Room, that seats 80, a ballroom that seats 110, and many other private dining rooms. The Club is about to undertake a project to build out further dining and bar space on the ground floor. The Club has seven recently renovated bedrooms, popular with both members, and guests from reciprocal clubs. There are currently 8 salaried employees, along with 60 full and part-time staff.

POSITION OVERVIEW

The new AGM will ensure that the goals of both the Food & Beverage Department and the operations of the Club are being met through proactive leadership and full-scope management while also paying attention to the fine details. These crucial attributes, along with a necessary intuitive style, will contribute to the overall success of the AGM.

Brief Job Description

- Have a strong, highly visible, and respectful presence with members while being an exceptional communicator, possess adroit interpersonal skills, and embody the maturity to instinctively understand our members and guests with a constant orientation toward service excellence. The AGM must be able to

communicate this expectation to staff with diverse backgrounds while cultivating a positive atmosphere.

- Lead a team of dedicated staff to deliver exceptional member experiences across all Food & Beverage operations.
- Develop and implement innovative strategies to enhance member satisfaction and Club brand value.
- Oversee all aspects of Food & Beverage operations, including dining rooms, banquets, and staff scheduling.
- Collaborate with the Executive Chef to curate exceptional menus and ensure seamless kitchen-to-table service.
- Identify and implement best practices to optimize efficiency and service quality within the department.
- Conduct regular performance evaluations and provide ongoing coaching and development opportunities for staff.
- Work harmoniously with all departments to ensure a cohesive and member-focused environment.
- Maintain a professional and service-oriented demeanor that reflects the Club's high standards.
- Investigates and resolves food quality and service complaints at time of service and examines root cause to promptly implement solutions to prevent reoccurrence.
- Proactively ensure that staffing levels are sufficient based on events planned, as well as service trends to identify high-volume staffing needs. Evaluates the effectiveness of long-range staffing levels in delivering services and meeting budget, as well as managing schedule changes and openings.
- Take personal ownership of his or her area of responsibility and understand the need to be consistently “member ready” in both appearance and service.
- Create a positive workplace culture that values diversity, collaboration, and teamwork.
- Empower and Develop Talent: Foster a culture of continuous learning by providing mentorship and training opportunities that help staff reach their full potential.
- Champion Your Team's Growth: Take a genuine interest in your staff's career aspirations, offering guidance and support to help them achieve their professional goals.
- Inspire a High-Performing Team: Motivate and energize staff by setting clear goals, celebrating achievements, and fostering a culture of excellence.
- Build a Collaborative Environment: Create a positive and supportive work atmosphere where open communication, teamwork, and mutual respect are valued.

- Lead by Example: Demonstrate strong leadership skills, work ethic, and a commitment to exceptional service, inspiring staff to follow your lead.

Benefits include:

- Health, dental and vision insurance
- 401k
- Paid vacation
- Paid sic time

Contact:

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