

## **Job Posting Title: Assistant Director of Food & Beverage**

TPC Boston is a private par-72, 7,241-yard golf course located in Norton, MA. Originally designed by the legendary player/designer Arnold Palmer, TPC Boston's award-winning layout was redesigned in 2007 by Gil Hanse. The golf course is crafted to fit seamlessly into the natural New England landscape and excels in the areas of resource conservation, water quality management, integrated pest management, wildlife/habitat management and education/outreach.

*Tee up your career as a part of our team with the TPC Network!*

- Job Description Summary
  - Ensure that the daily operation of the food and beverage department achieves established goals and objectives in sales, profitability and member/guest and employee satisfaction levels taking responsibility for the Food & Beverage Department in absence of the Food & Beverage Director.

### **Job Description**

#### **QUALIFICATIONS**

- High school diploma or equivalent education, plus two or three additional years of hospitality management education or similar education or equivalent experience
- Must be familiar with a variety of the food and beverage concepts, practices, and procedures
- Thorough knowledge of general business administration practices, sanitation guidelines and state liquor laws as applied to food and beverage service operational practices and procedures as would be acquired through five years of similar experience in progressively responsible positions
- Prior supervisory experience required

#### **RESPONSIBILITIES/DUTIES**

- Manage the work of others which includes, assisting the Food & Beverage Director with recruiting, hiring, training, scheduling, and performance reviews of the Food & Beverage staff
- Supervise the service staff on the floor during all meal periods, ensuring food and service standards are maintained, maintaining reservation system, managing new staff orientation, and coaching existing staff
- Conduct daily pre-shift meetings and communicate pertinent information on the daily business activities
- Direct the service personnel to serve newly seated members and guests; and check back with the table to provide additional services. Circulate the dining room regularly to ensure member/guest satisfaction.
- Resolve any member/guest complaints immediately and professionally. Communicate all service issues to Food & Beverage Director
- Maintain control of employee uniforms, ensuring that employee wear uniforms and name tags, and that uniforms are kept in proper condition, clean and are always readily available to employees.
- Set-up and break-down banquet tables, chairs, head tables, display tables, theme decorations and other equipment, as requested per Banquet Event Order. Ensure the cleanliness and proper set up of dining room, meeting and banquet rooms, and other dining areas and check maintenance of all equipment in these areas

- Troubleshoot and address performance issues relating to staff, menus, equipment and point of sale.
- Ensure quantity levels of food and beverage products and maintain quality standards in production, services facilities, and to member/guest satisfaction. Train all employees on procedures and ensure staff maintains those standards
- Assist in developing and maintaining training programs that exceed member/guest expectations and service standards outlined in the concept document
- Demonstrate a thorough understanding of point-of-sale software
- Demonstrate a working knowledge of Tripleseat, Orderly, Kronos or other department software systems
- Assist in the development and maintenance of the marketing and promotional programs as they relate to the Food & Beverage Department
- Answer telephone and communicate information to callers in a pleasant and professional manner
- Assist in implementing and monitoring internal controls for the Food & Beverage Department. Maintain responsibility for payroll for the food and beverage department and monitor policies, procedures and controls. Utilize Kronos timekeeping system to monitor and verify payroll for the Food & Beverage Department, including creating schedules and entering restrictions. Review the approaching overtime report on a daily basis and assign staff in such a manner that eliminates or reduces overtime
- Open and/or close facility in accordance with established control and security procedures
- Assist Food & Beverage Director in the development of the annual Food & Beverage Budget/Plan and manage by that budget/plan. Assist with maintaining responsibility for food and beverage sales, expenses, and profit goals as outlined in the Food & Beverage Operating Plan/Budget
- Verify the accuracy of prices, State and Federal Taxes, Tips, and other charges on all guest checks and accurately open, close, and operate the Point-of-Sale system as outlined in the Operating Procedures Manual. Maintain a daily summary of customer check records and review with Food and Beverage Director any missing checks, cash overages and cash shortages
- Assume responsibility for the department in absence of the Food & Beverage Director, including completing all assigned work
- Ensure that the Food & Beverage Director and/or General Manager is informed of members/guests who may be intoxicated. Any member/guest who is clearly intoxicated is not to be served
- Ensure compliance of operating guidelines as it relates to R.A.M. or Tips programs, as well as operating within all State and Federal Laws, Rules and Regulations relating to the Alcohol, Cigarette and Tobacco Division
- Operate within all guidelines, policies, standards, and constraints as established by PGA TOUR Golf Course Properties, Inc. and assist in the implementation of the PGA TOUR Golf Course Properties, Inc. mandatory standards of operations as they relate to the Food & Beverage operations.
- Ensure that service staff adheres to approved cash handling procedures, including how they relate to the co-mingling of cash tips
- Schedule manpower according to established guidelines utilizing approved staffing plan. Utilize Kronos timekeeping system to ensure accuracy of punch detail by

applying restrictions, utilizing function codes, and using available reports to manage overtime

- Verify the accuracy of all charges (member and otherwise) to ensure proper posting to accounts. This may include verifying member numbers, names and/or signatures as well as include obtaining authorization codes on any credit card charges
- Special projects or other duties as assigned

- Additional Job Description

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

This job operates in a professional office environment and routinely uses standard office equipment. While performing the duties of this job, the employee is regularly required to stand; walk; sit; kneel; use hands to handle or feel; and talk or hear. The employee must regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception, color vision, distance and peripheral vision, and ability to adjust focus.

An essential function of the job is to be able to comply with all applicable federal, state, and local safety and health regulations that would apply to this job.

This job description reflects the assignment of essential functions and may be modified as needed; it does not proscribe or restrict the tasks that may be assigned. The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor is it intended to be an all-inclusive list of the skills and abilities required to do the job.

Travel

- Travel is not expected for this position

Work Schedule Expectations

- This position requires shifts as necessary based on business levels

Supervisory Responsibility

- This position manages employees and is responsible for the performance management and hiring of the employees within the department

Interested candidates should apply at: [www.tpc.com/careers](http://www.tpc.com/careers)