



CLUB HISTORY

Established 1887

Dedham Country and Polo Club was created on May 19, 1887 as a merger of two Clubs: one, the Norfolk Country Club (NCC) and the other, the Dedham Polo Club (DPC).

The Club has a first class 18 hole golf course, the only one in Massachusetts designed by Seth Raynor. The 18 holes remain the same to the present day, with some changes to the second and the sixth holes and moving the tee back on eight. Racquet sports is one of the most popular activities at the Club and is recognized as one of the elite programs in the state. The Club is managed by a young and vibrant team who are all highly academically and professionally qualified, and vastly experienced.

DCPC's Features:

- Historic Seth Raynor 18 Hole Golf Course / Driving Range
- 8 Clay Tennis Courts: 4 outdoor/4 indoor
- 4 Paddle Tennis Courts and Warming Hut
- Outdoor Swimming Pool and Bath Houses
- Ice Skating and Hockey
- Trapshooting

JOB TITLE

Catering and Events Manager

POSITION DESCRIPTION SUMMARY

This Catering Manager position is responsible for planning and coordinating various aspects of Club and private events and meeting functions held within the Club and around various areas of the campus.

This position is responsible for assisting in hiring, supervision, and managing Banquet Staff. Ensures exceptional Members/Guest service and satisfaction, Member retention, and coordination with other Club departments as appropriate.

ESSENTIAL FUNCTIONS AND ACCOUNTABILITIES

1. Responsible for meeting with the members/staff to establish needs for various functions.
2. Schedules and directs to ensure proper staffing and service levels including set up, member communication, and coordination with the kitchen.
3. Work with Executive Chef, Assistant General Manager and General Manager to establish profitable and competitive private event menus that meet the client's needs.
4. Analyzes the requirements of the function and decides type of service necessary; works with published menus or structures menu proposals, directs staff to create accurate BEOs after procuring client's agreement and signature.
5. Strategize with Assistant General Manager/ General Manager to review goals and a plan of how to achieve them. This meeting will include review of Catering Sales Forecasts plus review of prospective private functions.
6. Insures that all expenses incurred by the Private Event are accurately recorded, reported in a time manner and are within financial guidelines.
7. Oversees tip and expense reporting to Accounting/Payroll.
8. Obtain feedback from Member/host to insure satisfaction regularly and review private dining rooms and service requirements. React daily to Members requests and concerns regarding food and beverage service for private parties.
9. Work closely with the Membership Department in obtaining information on new Members and their needs.
10. Work with Executive Chef, GM, and/or Assistant General Manager to successfully plan and implement Member events.
11. Oversee event execution and coordinate events the day of, working with Banquet Manager for private events.
12. Assist fellow co-workers, Members, and guests to ensure delivery of exceptional service without being directed. Be aware of team members and the environment and participate as a member of the team.
13. Notify appropriate Management staff of Member/Guest complaints at the time they occur. Personally rectify any complaints as soon as possible.
14. Become proficient in the use of Jonas POS computer systems to confirm staff is following proper procedures. Insure that all banquet sales are accurate and match on daily, weekly, and period basis.
15. Exhibit the ability and desire to contribute within all areas of the F&B operation to ensure superior service delivery for Members and guests.
16. Attendance at all required Food and Beverage Meetings, Committee Meetings and Department Head Meetings.
17. Be visible in the Club during peak operating hours. Meet and greet Members and guests as needed at private functions and at appropriate club events.
18. Supervise and direct the Catering Department Administrative staff.

OTHER ACCOUNTABILITIES

1. *Because of the fluctuating demands of the Club's operation, it may be necessary that each employee perform a multitude of different functions; therefore, as an essential part of your job, you will be expected to help others when the occasion arises, just as other Employees are expected to help you. Accordingly, you may be expected to perform other tasks as needed or as directed.*
2. *Adheres to and ensures staff adheres to all of the various company, club and departmental written mandatory standards of operations, policies and procedures, manuals, memos, oral instructions, etc., all of which go to make up the essential functions of the job.*
3. *Responsible for demonstrating good teamwork.*
4. *Responsible for leading/attendance at all service training meetings as applicable.*
5. *Professional, impeccable appearance maintained by self and all catering personnel.*
6. *Take initiative to solve problems requesting assistance only when needed.*
7. *Responsible for maintaining good conduct and safe working habits of self and staff in all areas and assuring others are acting safely.*
8. *Attendance at daily line-up and participating as requested.*

REPORTING RELATIONSHIPS

1. Reports Directly To: *Assistant General Manager*

Candidate Qualifications

WORK EXPERIENCE: Prefer a minimum of five (3) years F&B or Event management experience with a proven track record of Member service and satisfaction. Private Club and Jonas experience are a plus.

Educational Requirements

EDUCATION: Bachelor's degree from an accredited institution.

Date Position Available

Immediately

Other Benefits

Medical, Dental and Vision Insurance, Cell Phone & Clothing Reimbursements, 401(k) Retirement Plan with Club Match, Flexible work hours
Salary - \$75-\$95K with room to grow

Interested candidates, please contact:

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