

Worcester Country Club
Clubhouse Manager
POSITION DESCRIPTION

Date: 11/10/2024
Position Title: Clubhouse Manager
Department: Restaurant
Reports to: General Manager

Regular Work Schedule

Month Per Year: 12
Hours Per Week: 50-60 (April-October)
Hours Per Week: 30-40 (November-March) May change due to business levels

POSITION RESPONSIBILITIES

1. **POSITION SUMMARY STATEMENT:**

The Clubhouse Manager will report directly to the General Manager/COO and will be the Manager on Duty in the General Manager's absence. He/She will be the leader of the Front of the House F&B team and hire, train and coach a highly skilled and efficient team. He/she will ensure the enjoyment of all members and their guests. The successful candidate will have an outgoing, charismatic personality and a heart of a servant.

2. **DETAILED DESCRIPTION OF ONGOING RESPONSIBILITIES:**

- Prepares and monitors annual budget, revenue goals and the expenses for the F&B areas as well as generating various business volume forecasts and planning accordingly.
- Reviews and analyzes various financial results/reports to monitor overall Food & Beverage performance and take corrective actions needed.
- Incorporates safe work practices in job performance.
- Manages the long-term staffing needs of each F&B Department, including Clubhouse, Pool and Banquet events.
- Assures that effective orientation and training are provided to each new staff member.
- Develops ongoing training for staff members.
- Inspires and motivates staff to perform well and be able to accept feedback from others.
- Creates a culture of teamwork and accountability among the staff.
- Is highly visible to both the membership and staff.
- Oversees all dining areas to ensure smooth operations, high levels of member and guest satisfaction, quality food products and service.
- Plans, promotes and executes a wide variety of events to promote and ensure member engagement.
- Works closely with the Executive Chef to ensure both units are performing as one.
- Is the expert at every front of the house position and have the willingness to be hands on when needed.
- Collaborates with staff members to involve them in decision making for the department.

OTHER DUTIES AND RESPONSIBILITIES:

- Generate special activity ideas for committee consideration, prepare promotional materials to increase dining at the Club
- Plan major activities to involve members' non traditional dining experiences such as wine dinners and children's activities
- Carry out and execute the logical support for all functions of new activities
- Meet with members and outside sponsors to plan and coordinate special activities, family functions, and banquets
- Seek alternative purchasing opportunities
- Ensure quality control procedures are in place for all aspects of dining experience at the club
- Inventory control-responsible for monthly beverage inventory and associated beverage cost of goods.
- Develop standards for services, appearance, and behavior for front room staff to be available for review by General Manager.
- Develop and implement personal hygiene and safety standards for all employees

SPECIAL LICENSES, TOOLS AND EQUIPMENT NEEDED:

- Knowledge of Dining Point of Sale software and terminals, specifically Jonas Encore
- ServSafe Certified
- TIP's Certified

3. QUALIFICATIONS:

A two- or four-year degree in a Hospitality Management related field is preferred and/or culinary school. Three to five years' experience as a manager of club dining, restaurant or high volume/high service food & beverage operation.

What required knowledge, skills, or abilities are needed to accomplish this job?

- Excellent oral and written communication skills (ability to speak well, write policy/procedural manuals, create promotional text from scratch)
- Relationship building skills
- Demonstrate strong listening skills
- Ability to manage budgets (payroll activity and cost control)
- Ability to supervise and schedule staff
- Exceptional management and interpersonal skills
- In-depth knowledge of financial management
- In-depth knowledge of banquet activities

4. SALARY RANGE: A competitive salary and benefits package is offered, commensurate with experience. Benefits include Health & Dental Insurance, 401(k) plan with club match, paid vacation and meals. Relocation plan negotiable.

5. TO APPLY:

Send resume and cover letter to:

Troy Sprister
General Manager/COO
Worcester Country Club
spristert@worcestercc.org