

FRAMINGHAM COUNTRY CLUB FOOD & BEVERAGE MANAGER OPPORTUNITY



POSITION SUMMARY

Do you desire to join a high performing team of professionals? The Food & Beverage Manager (FBM) is a highly responsible, hands-on leadership position that manages the day-to-day Food & Beverage operation. Furthermore, he/she's principal function is to lead, monitor and develop the F&B team to ensure the highest level of service and amenities to our members and guests. The FBM assists other members of the management team in the day-to-day operations of the Club and will often serve as the Manager on Duty.

The FBM must be extremely knowledgeable of the overall functions of the Club and be able to monitor those functions on a day-to-day basis. The FBM manages and leads the FOH staff to include training and service execution. The FBM works together with the Director of Hospitality Operations, Clubhouse Manager, and BOH Leadership to efficiently run the department. The FBM must demonstrate tact, diplomacy, common sense, and flexibility. Additionally, he / she must have knowledge of food and preparation, wine, beverage, service, and event logistics. The individual must work well under pressure, have good organizational skills and be a team player.

Reports to/direct reports:

- The FBM reports to the Director of Hospitality Operations and works alongside other team members.
- The FBM oversees a staff of +/- 15 people depending on seasonality.

F&B Revenues of approximately \$1.2 million (65% A La Carte / 35% Banquets)

POSITION DETAILS

In the Dining Room + Beyond

- Acts as the "face" of the important Food & Beverage component of the Club to include welcoming, greeting members/guests, all while ensuring and overseeing a seamless service flow.
- Prior to service, inspects room configuration, timetable of event and coordinates last minute changes as needed. Additionally, will inspect table settings, chairs, floors, cleanliness and safety in the dining and banquet areas.
- Performs daily walk-through of Food & Beverage areas and makes sure they are clean, neat, and professionally maintained to include dining room tables, table settings, chairs, and all service areas. If any issues arise, coordinates them with the facilities maintenance team to get them handled in a timely fashion.
- Assists in the planning, promotion, and generation of enthusiasm for the Club's diverse programming.
- Ensures that the highest standards of sanitation, cleanliness and safety are always maintained throughout applicable areas.

- Establishes and maintains a regular cleaning/maintenance schedule for all service areas and equipment.
- Creates buffet labels, menu cards, menus, flyers, handouts, and posts to social media when needed.
- Fosters a positive relationship and working environment between the FOH and BOH.
- Assign and ensure that all FOH staff complete their pre-and-post-shift side work responsibilities and check them out accordingly.

Development & Training

- Hires, trains, supervises, and evaluates the work of all service personnel.
- Recruits and makes selection decisions; evaluates job performance; corrects, rewards and disciplines staff in a fair and legal manner.
- Hosts daily line-up with the service team to motivate, educate, train, and inform them of any 86'd items, Club happenings, beverage specifics, pertinent related content, etc.
- Plans and conducts regular meetings and trainings between all service staff, further building a level of teamwork, knowledge, and cross exposure between positions. Topics should include beverage, service, safety, sanitation, technique, verbiage, accident prevention principles and more.
- Develops policies and procedures to enhance and measure quality; continually updates written policies and procedures to reflect state-of-the-art techniques, equipment, and terminology.
- Creates a leadership dynamic within the team that then creates a positive "can do" culture with all staff.

Member & Team Relations

- Is highly visible and engaging with the membership to include being present at peak times; this component with our membership is important.
- The employee must be diplomatic and facilitate the smooth flow of quality service by anticipating challenges.
- Promotes a service focused, warm and friendly private club environment as an ambassador, advocating the Club's philosophy to members, prospective members, and staff.
- Audits and reconciles chits after each shift to ensure accuracy with member charges before posting to accounts. Follows up on and troubleshoots any issues, highlights, or questions from members.
- Performs daily checks to make sure all employees meet the uniform and grooming standards.
- Act as initial contact for FOH disciplinary actions. Assure that actions are consistent and accurate. Provides timely detailed account of any disciplinary issues to the appropriate individuals.
- Attends food and beverage, staff and management meetings.
- Actively collaborates with the Catering & Events Manager for the production and execution of events.
- Consistency is key in preparation and presentation at a high level, whether it is for more formal dining, casual dining, or private events.

Qualifications

- Has a minimum of two years' experience in a vibrant private Club/restaurant setting OR significant progressive experiences in a similar type of environment to include banquet facilities, luxury hotels, large-scale catering, event venues or similar.
- Anticipates the needs of the operation in a quality manner regarding staffing, logistics, organization and execution of the clubs dining and event needs.
- Innovative leader, excited to make their mark and lead a team to further excellence and success.
- Team player, calm, and thoughtful multi-tasker; works closely with subordinates, contemporaries, executive staff, and the membership.
- Strong communication and interpersonal skills are key to success. An individual that has a proven track record in leading a team in a professional and positive manner will be highly considered.
- Knowledge of the Food & Beverage industry and will keep abreast of the current industry trends.
- Four-year hospitality degree preferred.
- Must be certified in both Food Safety (ServSafe, BASSET) and TIPS or similar.
- Represents the Club, its membership, and the management team in an utmost professional manner, internally and externally, and at professional events.

Requirements

- Must have open availability to include early mornings, late nights, weekends, holidays, split and extended shifts.
- Must be able to continuously sit, stand, and walk a minimum of 8 hours.
- Must be able to bend, kneel, push, and pull over the course of a shift.
- Must maintain a neat, clean, and well-groomed appearance per the Club Employee Handbook.
- Will be occasionally required to perform job functions outdoors and be exposed to sun, heat, humidity, and other elements.
- Must be 18 years of age.
- Must be able to periodically lift and carry up to 30lbs. and sometimes up to 50lbs and beyond.
- JONAS software knowledge/other a plus.

Other

- Salary is open and commensurate with qualifications and experience. The Club, along with the typical benefits package, is supportive in continuing development and education, along with relocation for the right candidate.
- Position available immediately.
- The Club has 500+ member families.
- Full-service operation with Food & Beverage, Golf, Aquatics, Fitness, and Youth Programming.

Job Type: Full-time

Benefits:

- 401(k)
- Dental insurance
- Employee discount
- Flexible schedule
- Health insurance
- Paid time off
- Vision insurance

Experience level: Mid-Manager

Please send inquiries to:

Sarah Ivanic

Director of Hospitality Operations

Framingham Country Club

events@framinghamcc.com