



Dedham Country & Polo Club

Food & Beverage Restaurant Manager

Club Overview:

Family driven country club operating within suburbs of Boston. The Club offers an 18-Hole Seth Raynor Golf Course, clay courts, paddle tennis courts with warming house, swimming pool, ice skating, cross-country skiing, trap shooting, locker rooms, and year-round dining venues.

Annual Revenue: \$12M | F&B Revenue: \$2.9M | Membership Revenue: \$6.5M
Family Memberships: 485 | Employees: 175 | Dining Venues: 6

Reports to: Food & Beverage Director

Supervises: Service Staff

Essential Functions:

Responsible for the management of A La Carte and assisting Banquet service in the method most pleasing to members and their guests. A constant high standard of appearance, hospitality and service in personnel, dining rooms and function rooms is mandatory. Supervision and training of staff within budgetary restraints fall within the scope of responsibility.

Main Responsibilities:

A La Carte

- May serve as Club's opening and closing manager or manager on duty.
- Assures the correct appearances, cleanliness and safety of clubhouse areas.
- Communicates with facilities team regarding general clubhouse maintenance.
- Serves as the liaison between the front and back of house by keeping an open line of communication.
- Receives and resolves complaints concerning food, beverages and service.
- Plans dining room setup in accordance with reservations.
- Assists staff on the floor during busy hours.
- Directs pre-meal meetings with dining room personnel; relays information and policy changes.
- Supervises a La Carte service and dining room staff to ensure proper service and enforce club standards.
- Assures that local and state laws and the Club's policies and procedures for the service of alcoholic beverages are consistently followed.
- Inspects clubhouse employees to ensure that they are in proper and clean uniforms at all times.
- Assures that all employee side-work is completed to include cleaning of small wares, equipment and storage areas.
- Confirms that all clubhouse closing procedures have been completed and that area is secure.
- Assists in implementing new ideas and décor to improve operations and A La Carte service.
- Develops and maintains the dining room reservation system.
- Manages new or weekly A La Carte menu updates and changes.
- Manages POS system with updates and new menus.
- Maintains an inventory of all A La Carte clubhouse items to stay achieve financial goals.
- Produces daily or meal-period revenue analyses and other reports from point of sale systems used in the dining room.
- Tracks trends in dining and drink preferences within the membership and public sector.
- Assists in planning operating budget for dining service responsibilities.
- Creates weekly staff schedules.

- Provides appropriate reports concerning employee hours, schedules, pay rates, job changes, etc.
- Attends scheduled staff meetings.
- Manages and update staff contact sheet.
- Assists with hiring, training, supervising and evaluating clubhouse staff.
- Develops and continually updates and refines policy and procedure manuals for service staff.
- Creates and distributes server training materials to include tests, cheat sheets, menu descriptions, etc.
- Assists in uniform inventory and organization.
- Orders non-alcoholic beverages and assists F&B team with alcoholic beverage ordering.
- Helps with monthly inventory of alcoholic beverages.
- Performs other appropriate assignments and projects as requested.

Additional Focus:

Banquet Responsibilities

- Works with Event Manager to ensure event needs, requests and expectations are adhered to.
- Assists in the management of repeat event series as assigned.
- Serves as the liaison between the front and back of house by keeping an open line of communication.
- Breaking down BEOs to produce detailed floor plans and gather lists for events to assist staff with setup.
- Creates event materials as needed (ex. drink sheets, sign in sheets, and signage).
- Coordinates staffing requirements and briefings related to events.
- Oversees and assists with setup of all catering space and day of operations of events to ensure that all runs smoothly.
- Assesses room setups before party begins.
- Oversees and assists with the dismantling and removal of the event, and clearing or resetting the venue efficiently.
- Responsible for post-event evaluations to include Clubhouse event recap sheets & maintaining event binders.
- Possesses knowledge of food production and service.
- Should have the ability to perform all positions in banquet operations in order to supervise, direct, and train all banquet personnel.
- Manages the organization within event storage areas.
- Manages and organizes linen inventory.
- Communicates with facilities team regarding general clubhouse maintenance.
- Assists in implementing new ideas and décor to improve operations and clubhouse events.
- Attends scheduled staff meetings.
- Performs other appropriate assignments and projects as requested.

Candidate Qualifications:

Work Experience Prefer a minimum of 2 years F&B management experience with a proven track record of Member service and satisfaction. Private Club and Jonas experience are a plus. Tips Certification required within 90 days.

Education Bachelor's degree from an accredited institution.

Compensation Salary based on experience, \$60-\$70K with room to grow.

Other Benefits Medical, Dental & Vision Insurance, Cell Phone & Clothing Reimbursements, 401(k) Retirement Plan, Staff Meals Twice Daily, Free Parking, Golf Privileges, Continued Industry Education

Position Available Immediately

Contact: Amanda Gallant, Food & Beverage Director | agallant@dedhamclub.org