

Food & Beverage Manager Job Description

About the Club

The clubhouse is operational nearly year-round with dining service available Tuesday through Sunday, with limited service on shoulder seasons. Members can enjoy family and adult dining areas in the clubhouse with the option of dining on the deck overlooking the golf course in the warmer months. There is ample function space to accommodate larger events in addition to an outdoor patio. With 603 members, the club grosses \$3.9 million annually of which \$1.3 million is generated through food and beverage sales. There are more than 75 employees in the height of season. The Club has completed upgrades to the golf course irrigation system and bunkers over the last five years.

The Club employs a full-time Golf Professional, Course Superintendent, Food & Beverage Manager, Executive Chef, and office staff that report to the General Manager.

Vision, Mission

Being a top private country club in the Greater Boston and Greater Providence area attracting new and retaining long term members by consistently providing high-quality golf, dining, and social experiences. The Mission is to maintain and continuously improve the golf course and clubhouse facilities for present and future members. To deliver a rewarding membership experience both on and off the course, by ensuring that services and facilities are of the highest possible standard, while maintaining our financial stability and providing our members with excellent value for their money.

Job Summary:

Working closely with the General Manager and Executive Chef, the Food and Beverage Manager will oversee the overall operation of the Main Clubhouse dining facilities, Event Operations, and satellite food services (cart and carriage house). This role requires the Manager to uphold a high level of service that enhances the member experience while remaining fiscally responsible to the operation. Adheres to budgets and highlights any deviations that may affect revenues or expenses. The Manager is ultimately responsible for all F&B operations on a daily basis. This includes all activities and relationships between Club members, their guests and employees. As the “public-face” of the dining operation, a hands-on approach and an understanding of member and staff engagement is critical to the position’s success.

Essential Duties and Responsibilities:

- Manage all food and beverage and day-to-day operations within budgeted guidelines and to the highest standards.
- Prepare daily floor plans based off dining reservations and coordinate staffing needs based off those plans.
- Manage staff schedules to ensure proper coverage while remaining responsible to the budget.
- Ensure daily check-off lists for opening and closing are being followed with daily pre-meal conducted.
- Conduct weekly meetings with the General Manager & Executive Chef to review service and operations.

- Provide comprehensive and up to date beverage inventory. Update, as necessary.
- Follow up on sanitation guidelines, especially during the current COVID Pandemic and additional regulations.
- Hires, manages, and trains staff in all technical and non-technical aspects of their role including Club standards of quality and service.
- Evaluates and supervises performance and carries out disciplinary action as needed, in accordance with the Club's policies.
- Ensure menus are updated, spell checked, priced, and printed accordingly.
- Ensure staff are crossed trained so they may be utilized in different areas when the need arises last minute.
- Responsible for POS-closing procedures, cover counts, proper charges, voids, menu updates and pricing.
- Develops an operating budget for each of the department's revenue outlets. Assists with capital budget.
- Helps plan and approves external and internal marketing and sales promotion activities for the department's outlets and special club events.
- Additional requirements as discussed and addressed throughout the interview process.

Skills:

- Four-year college degree or equivalent experience required.
- A minimum of 4 years of progressive responsibility in food and beverage industry required.
- A minimum of 2 years of personnel management, preferably in a club/golf/hospitality/service industry required.
- Experience in resolving customer issues/complaints as well as overall excellent customer service required.
- Proficient in computer software including Microsoft Word and Excel.
- Solid time management, organization, and prioritization skills
- Proven ability to effectively build and foster a team environment.
- Ability to make decisions in a fast-paced environment.
- Ability to effectively communicate verbally with others.
- Ability to work with all personality types even in adverse situations.
- Ability to prioritize, anticipate situations, and take quick action.
- Ability to manage multiple projects and recommend/implement effective solutions.

- Demonstrated commitment to customer service.
- Excellent problem solving/decision making skills.

Job Value/Compensation:

- Salary commensurate with experience
- Full time year - round
- Non-Exempt
- Discretionary year-end bonus
- Health Insurance according to Club Policies
- Vacation - according to club schedule

Job Type: Full-time

Pay: \$49,000.00 - \$59,000.00 per year

Application Details

- Deadline: June 18, 2021
- Email resumes, cover letter and references in PDF format to blablue@walpolecc.com