



CATERING & SPECIAL EVENTS MANAGER

FRAMINGHAM COUNTRY CLUB • FRAMINGHAM, MASSACHUSETTS

Facilities/About the Club:

Incorporated in 1902, Framingham Country Club (FCC) is a premier private club with a diverse membership of local and seasonal residents. The Club is located about 35 miles west of Boston and prides itself on the terrific views, spectacular offerings, and challenging course for golfers at every skill level.

The charming original Clubhouse, a historic house circa 1700, still exists on the north side of the property. The Club sold that house in the 1950s and purchased the home of a member which is of the current Clubhouse. Today, Framingham Country Club is an upscale 18-hole Member Equity Club with a highly renowned championship 18-hole golf course and a beautiful state-of-the-art six-lane pool with a slide, diving well, and kiddie pool for the younger children. There is also a top-notch Performance Center that offers a full array of amenities.

The membership of just over 500 includes passionate golfers, with a vibrant social membership, and many young families. Children are welcome to join the kids' camps and many other junior programming activities on and off the golf course. The Club offers two clubhouses for a total of 20,000 sq. ft. with multiple dining venues and patios and two distinct kitchens. The poolside Café also offers a smaller kitchen to serve members and guests during the very active summer months.

The 18-hole golf course which has had several redesigns by both William Mitchell and Geoff Cornish, hosted the 2018 Girls Junior Amateur Championship, 2017 U.S. Mid-Amateur Sectional Qualifier, 2016 MGA 4 Ball Championship, 2014 USGA Senior Women's Qualifier, two Francis Ouimet Memorial Tournaments, 2022 Massachusetts Senior Amateur and many other similar events dating back to 2005. In addition, FCC will host the 2024 Massachusetts Amateur, the state's most prestigious amateur golf event. Although over 140 members have single-digit handicaps, the course offers something for all skill levels. Members and their guests not only enjoy the beautiful meandering golf course and these other amenities but also truly enjoy the camaraderie that the culture fosters throughout the Club.

Hours of Operation

- The Club is open 10.5 months of the year for member enjoyment; however, peak periods are from May–September and the holidays.
- The Club is closed annually from just before Christmas until early February.
- The Willow Brook serves casual lunch and afternoon fare six days a week and is more of a “pub” atmosphere where most golfers gather after their rounds. The Grill Room is a bit more formal (but still casual) serving dinner four days a week. The golf course is weather dependent, and the greens are closed seasonally. The pool and poolside Cafe are open from Memorial Day to Labor Day.

Food Service Revenue

- \$1.1M Total Food & Beverage Sales (65% ALC/Clubhouse and 35% Banquet)

Food & Beverage Operation

- Event spaces include the Ballroom, Board Room, Private Dining Room, Pool, and Willow Brook.
- Club events are year-round and are important to the member experience.
- Contemporary, casual, and club fare offered throughout our multiple dining outlets.
- Poolside fare offered during the summer season.

Job Summary:

The **Catering & Special Events Manager** (C&SEM) is responsible for promoting the Club's event facilities and private rooms for banquets, business and social meetings, and all other member and non-member-related activities. He/she will develop contracts for and oversee all administrative and operational aspects of preparing and executing events. He/she will work with the banquet staff and other departments to assure that the members and guests' expectations are exceeded. He/she will focus on member engagement to enhance revenue through creative sales and coordination efforts, along with repeat and hallmark celebration business.

Reports to/direct reports:

- The C&SEM reports to the Director of Hospitality Operations.
- The C&SEM oversees a staff of +/- 15 people depending on seasonality when executing events.

Responsibilities:

Event Operations:

- Helps members arrange banquets, luncheons, business meetings, social gatherings, and weddings; obtains pertinent information needed for guest planning; arranges and processes payment.
- Provides tours and offers suggestions to sell the club's facilities based on client needs.
- Works with the Executive Chef to determine selling prices, menus, and other event details; oversees the development of proposals, BEO's and contracts; coordinates tastings as necessary.
- Transmits necessary information to and coordinates event planning with production, serving and housekeeping staffs; arranges for printing of menus, procuring of decorations, entertainment, and other special requests.
- Help establish and monitor written policies and procedures for all event functions. This will serve as an SOP binder to ensure standard/common set-ups are done correctly while maximizing efficiency.
- Checks BEO's against actual room set-up; assists in scheduling for special events and supervises the work of service personnel; assists the Clubhouse Manager with on-going training opportunities.
- Creates diagrams, staff assignments, and any pertinent documents to relay to the team.
- Plans and is present at all major member, club, and holiday events.
- Coordinates with members/guests any entertainment, decorations, audio/visual and any other requirements integral to the event.
- Spearhead all AAR's (After Action Reports) serving as a critique to functions/events while evaluating future needs and to implement necessary changes for increased quality.
- Negotiate room blocks, room rates, function space, food and beverage prices, and applicable services within approved booking guidelines.
- Capture images for both internal/external events and coordinate marketing efforts with the marketing and Food & Beverage teams to further promote participation and member/guest engagement.

Member, Committee and Team Relations

- Attends applicable food and beverage meetings to include leading the weekly BEO meeting while keeping all constituents informed and updated on any developments or changes.
- Interacts with applicable food and beverage managers to assure that food production consistently exceeds the expectations of members and guests.
- Receives feedback and assures member satisfaction is consistently met and/or exceeded.
- Performs special projects as assigned.
- Assumes the role of Manager on Duty (MOD) when necessary.

Administrative

- Maintains past and potential client files; schedules calls/visits to assess on-going needs of prospective clients for catering services; maintains proper filing and follow-up techniques to ensure maximization of revenues.
- Oversee entire lifecycle of event documents to include quote, BEO, contracts, follow-up, etc.
- Conducts annual market analysis to benchmark against comparable local entities.
- Prepare annual sales and marketing plan on potential new revenue streams.
- Be proactive in preparing a rolling prospectus/confirmed business report to include events, business impact, financial snapshot, and a booked vs. budgeted summary.
- Conduct post-event analysis with internal team/client for improvement.
- Helps develop catering forecasts and budgets; reviews financial reports and takes corrective action as appropriate to help assure that budget goals are met.
- Obtains necessary permits for special events/functions and books entertainment accordingly.
- Responsible, in coordination with the Marketing team, for developing all collateral materials related to the department to include printed, website, marketing, contractual/formal documents, etc.

Competencies & Qualifications:

- Exceptional communication and interpersonal skills.
- Must demonstrate creativity and attention to detail.
- Ability to handle pressure and make decisions decisively.
- Has a minimum of three years' experience in a vibrant private club environment OR significant progressive experiences in a similar type of environment to include restaurants, fine dining, luxury hotels, large-scale banquets, and private events.
- 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, the membership, and the Board of Governors.
- Must possess proper social and business etiquette.
- Proficient in event software to include Caterease, BlueBizzard, TripleSeat, or other.

Physical Demands / Other:

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull, or lift up to 30 pounds.
- Continuous repetitive motions.
- Must be able to work flexible schedule/hours to include mornings, afternoons, nights, weekends, and select holidays.
- May work in varying environments including office, clubhouse, pool/poolside, golf, and/or any facility at the club or for club needs.
- Must obtain Food Safety (ServSafe or other) Certification.
- TIPS or other Alcoholic Beverage Certification

Compensation/Benefits:

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. Other perks include free parking, daily complimentary meal, and end of year bonus.

Candidate Submission:

Send a thoughtful Cover Letter outlining your career progression and why you may be a good fit for the Club, along with your Résumé to:

Sarah Ivanic
Director of Hospitality Operations
Framingham Country Club
events@framinghamcc.com
www.framinghamcc.com
No phone calls please