

Chenequa Country Club



Chenequa Country Club is a member-owned private club founded in 1911. The club maintains a capped membership of 230 regular members with a total membership of 395. Members enjoy “no tee time” access to 18-holes of golf, practice facilities, 4 hard tennis courts and 3 clay courts along with 2 paddle tennis courts and a private beach on Beaver Lake. The clubhouse offers banquet space for up to 240 people and multiple rooms for active member dining usage. Total revenues of the club are \$4.9m with food and beverage contributing \$1.7m.

JOB TITLE: Assistant Manager

JOB SUMMARY:

The Assistant Manager will be responsible for food and beverage service operations in the manner most pleasing to members and their guests. He/She will assure a high standard of appearance, hospitality and service in personnel and facility.

PRINCIPLE OBJECTIVE:

The Assistant Manager must lead with an interactive style to create a service minded team environment while building management skills and experience for pursuing a career in club management.

RESPONSIBILITIES:

1. Recruit, train, supervise and evaluate service personnel.
2. Design and implement training and development sessions to maintain a high level of service.
3. Schedule personnel and plan dining room set-up based upon anticipated member/guest counts and events.
4. Works with Club Manager, Executive Chef and others to coordinate personnel requirements for private functions.
5. Develop detailed plans for each catered event in conjunction with the Club’s management team.
6. Serve as liaison between the dining room, banquet personnel, kitchen staff and other staff members.
7. Direct pre-meal meetings with dining room personnel. Relay information, policy changes and briefs personnel.
8. Hold pre-function meeting with staff to review events and ensure smooth, efficient service; assign server stations and coordinates the timing of courses.
9. Make suggestions for improvements in the dining room service procedures and layout.
10. Continually update and refine procedures manuals for service staff to increase quality and to control costs.

11. Conduct after-event evaluations to improve quality and efficiency of banquet functions.
12. Maintain inventory of bar products as needed for member service and special events.
13. Monitor bar pricing to track appropriate cost of goods sold to meet budget goals.
14. Maintain food and beverage POS for efficient and accurate tracking of member orders and billing.
15. Attend scheduled staff meetings.
16. Interact positively with members in regards to services and events.
17. Maintain club operations in absence of Club Manager.

TASKS:

1. Greet and welcome members and guests.
2. Monitor reservations and event schedules.
3. Inspect staff and service areas to ensure readiness for service.
4. Receive and resolve complaints concerning food, beverages and service.
5. Diagram buffet tables, guest tables and other event set-up needs.
6. Maintain schedules for cleaning of equipment.
7. Verify appearance, cleanliness and safety of work areas and dining rooms.
8. Develop detailed plans for each catered event in conjunction with the Club's management team.
9. Program and maintain POS for efficient staff utilization.
10. Assist in service as needed.
11. Monitor time clocks and payroll data for accuracy.
12. Communicate with liquor/wine/beer sales representatives to maintain proper bar inventory levels.
13. Keep storage areas organized for accurate inventory of bar products.
14. Update bar menus/wine lists as needed.
15. Program and verify accuracy of menu items/pricing in POS.
16. Perform other tasks as requested by management.

CANDIDATE QUALIFICATIONS:

1. Must be skilled with Outlook, MS Word, MS Excel and club POS.
2. Basic wine knowledge.
3. Ability to communicate professionally with members and staff.
4. Knowledge of food, beverage and labor cost control methods.
5. Hospitality Degree preferred.
6. 2+ years food and beverage supervisory experience in a private club desirable.

SALARY:

Commensurate with qualifications and experience. The club offers an excellent benefits package along with CMAA membership with continuing education.

EMAIL RESUME to:

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