



## ***Brackett's Crossing Country Club***

### ***Food & Beverage***

***October 2018***

#### ***Assistant Restaurant Manager:***

Assist with managing the casual, fine dining, pool and beverage cart areas of the Club. Assist with hiring, training, scheduling and supervise staff to provide exceptional service to all members, guests, clients & colleagues. Oversee staff schedules, labor, products/supplies, service and operations to ensure consistency and accuracy at all times. Ensure a high standard of appearance, hospitality and service in personnel and cleanliness of dining areas. Manage within budgetary restraints; develop/implement promotional programs, events and/or specials to increase sales.

#### ***Primary Responsibilities:***

- Assist with hiring, training and scheduling of all casual, fine dining, pool and beverage cart staff.
  - Schedule staff based upon anticipated guest counts, client needs, promotional programs and events; while keeping labor costs in check.
  - Develop on-going training programs for all food and beverage staff.
  - Continued education and implementation of service standards, policy changes and/or procedures pertaining to federal, state and local laws regarding food & alcoholic beverages.
  - Submit completed & updated documentation of staff communication to the Director of Human Resources & Administration.
  - Practice open communication with staff and management and instill motivation and moral.
- Maintain a high level of organization and efficiency in casual, fine dining, pool and beverage cart areas.
  - Consult with the Executive Chef, Chef De Cuisine and Restaurant Manager daily to assure the highest level of guest satisfaction; at minimum cost.
  - Serve as liaison between the dining areas and kitchen.
  - Take reservations, confirm reservation schedules and plan room set-up based upon anticipated counts and member, client and guest needs.
  - Have direct pre-meal meetings with the staff; communicating upcoming events, specials, proper appearance, cleanliness and set-up of dining room areas, etc.
    - Greet and seat members, clients and guests.



## ***Assistant Restaurant Manager – continued***

- Carefully supervise to ensure proper service and assist in all dining functions as necessary.
- Handle member, client and guest complaints concerning food, beverages and/or service as they occur and advise Restaurant Manager of appropriate corrective action taken.
- Assist with developing, planning, implementing, marketing and procedures for club events, promotional programs, specials and banquet functions.
- Assist with developing wine lists and bottle/glass wine sales promotion programs.
- Learn and assist with the ordering and receiving of products and supplies to ensure proper quantity and price on all products.
  - Monitor dining room areas, pool and beverage cart products & supplies budget; adjust as necessary to achieve financial goals.
- Serve as Closing Manager to ensure that the dining room and other areas of the club are secure at the end of the business day.
  - Ensure that all closing duties by staff have been executed properly in their areas.
  - Responsible for end of day processing and balancing of cash drawers, bag drops, tip out bag and safe.
  - Ensure that all side work is accomplished and all cleaning of equipment and storage areas are completed according to schedule.
  - Check the maintenance of all equipment in the dining rooms, pool and cart areas and report any deficiencies.
  - Turn off lights, lock up building and set alarm.
- Each employee of Brackett's Crossing is expected to carry out all reasonable requests by management that the employee is capable of performing.

### ***Required Attributes:***

- Maintain a professional level of appearance, hospitality and service to all members, guests, clients & colleagues. Enthusiastic with hands on approach that has the desire to work. Well organized, creative, communication proficient and ability to work independently and within a team. Ability to manage different areas in food and beverage, along with over 20 employees.

### ***Desired Qualifications:***

- Hospitality degree and/or experience in the hospitality field with management experience. MS Outlook, MS Word, MS Excel, Publisher, PowerPoint, Canva, Social Media, Northstar Application. Valid Driver's License.



## *Assistant Restaurant Manager - continued*

### ***Position & Schedule:***

- Full-Time Exempt, Mid-Level position. Available Monday-Sunday. Depending on business volume, flexibility is needed to work days, evenings, weekends and some holidays. Days off are consecutive, unless business needs dictate otherwise.

### ***Physical Demands:***

- While performing the responsibilities of this position, the employee is regularly required to endure physical demands such as: bending, standing, walking, sitting, reaching and repetitive finger/hand movement. The employee will occasionally be required to stoop, kneel or crouch. The employee must be able to lift and or move up to 50-lbs. Specific vision abilities required by this position include close vision and driving vision.

***Report to:*** Restaurant Manager, Assistant General Manager, General Manager

***Supervise:*** Food & Beverage Staff; Dining Room Assistants, Servers, Bartenders

