



Job Description: Food and Beverage Manager, Conway Farms Golf Club

Reports to: AGM

Conway Farms Golf Club is a premier member-owned golf club on the Northshore of Chicago. The golf course will finish a multi-million-dollar golf course renovation project in May of 2023, making it one of the best courses in the Chicagoland area. Conway Farms does approximately 19,000 rounds a year and boasts a robust ala carte and banquet operation. The club values every employee and strongly supports a learning atmosphere led by its professional Club Management team.

The Food and Beverage Manager is vital to our food and beverage operation. They help provide the membership with a consistent, fine dining experience. The position will assist in all food and beverage operations and manage the daily ala carte operation, private, golf, and club events.

The candidate will have some experience in either Club Management, Restaurant Hospitality, or Resort Hospitality and display excellent interpersonal skills, possess a high level of attention to detail, and provide members and guests with a memorable experience when visiting the club. Have a passion for food and beverage and be able to foster a culture of excellent service throughout their staff. They must be outgoing, genuine, and personable. They will look forward to being in front of the sophisticated membership regularly – continuing the established and honored traditions to maintain the high standards of Conway Farms Golf Club. **The position is full-time, year-round, and has competitive compensation. The candidate must work flexible hours during the peak season, including weekends and holidays. We value a balanced work-life balance, which is essential in hiring for this position.**

Job Duties:

- Tend to all Members, Guests, and Vendors' needs in an urgent matter with a positive attitude
- Manage all member expectations and ensure all service standards are being met
- Build positive relationships with the membership and management staff
- Identify, hire, recruit, and train dining room staff, including servers and bartenders, and train staff to meet service standards; coach, correct, and discipline poor performers. Determine areas for improvement in service and implement changes as needed using appropriate training techniques, clear expectations, and accountability
- Assist in scheduling staff for daily operations and events
- Assist in event planning, floor setup, and execution of events
- Consistently updating the POS system with new or changing menu items and pricing

- Assist with beverage management, including inventory and menus
- Continually evaluate and improve the operation by actively managing and implementing improvements as appropriate.
- Work closely with AGM, Executive Chef, and Director of Events and provide strong leadership for service staff
- Ensure that the guest dining experience is of the highest quality; solicit Member feedback, ensure any errors are corrected promptly and provide appropriate feedback
- Serve as a leader, mentor, and role model for service team members
- Maintain a work environment free of harassment, favoritism, or poor work practices
- Meet food and beverage financial goals and objectives through forecasting; assist preparation of an annual budget, scheduling expenditures, analyzing variances, and initiating corrective actions
- Be knowledgeable of and conform to all regulations of alcohol service.
- Have a solid working knowledge of fine wines and spirits
- Maintain a safe and healthy environment by establishing and following all sanitation standards; supervise the maintenance of equipment to protect assets while maintaining the highest level of service
- Remain on the cutting edge of trends in the profession by participating in educational training, reading trade and professional publications, and participating in professional organizations
- The expectation is that this role would be integral with monthly beverage inventory, wine programs, in-house events
- Provides any management reports as requested

Please forward your resume and cover letter to the following:

Eric Johnson
Assistant General Manager
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