

# Assistant Clubhouse Manager

## Job Summary

The Assistant Clubhouse Manager is responsible for overseeing all aspects of food and beverage service operations, to include cleanliness, timeliness of food service and effectively executing banquets and restaurants. This responsibility will include all dining outlets: Banquets, Clubhouse Dining Rooms, Pool Snack Bar, Mens' Grill, and Concessions. The Assistant Clubhouse Manager shall maintain these facilities and services at the highest quality level for the enjoyment of members and their guests. The Assistant Clubhouse Manager will have a positive attitude, sense of urgency, ability to motivate and lead others. This individual will directly supervise the Food & Beverage Managers, and all dining and banquet staff. The Assistant Clubhouse Manager will be expected to assist in managing all aspects of each Food & Beverage Managers outlet of responsibility. Along with food and beverage service operations, the Assistant Clubhouse Manager will directly supervise the housekeeping, security, pool operations, and reception services within the club. This position reports to the Clubhouse Manager. This individual will plan and implement budgets, hire, train, and supervise subordinates, and apply relevant marketing principles to assure that the wants and needs of club members and guests are consistently met or exceeded. This position requires the ability to organize and prioritize, be personable, responsible and willing to work in a team environment with an emphasis on leadership. This position requires working nights, weekends and holidays.

## Job Tasks (Duties)

1. Oversees training of new and current staff.
2. Conducts periodic performance reviews of direct reports, coordinates and reviews of all staff in assigned departments.
3. Follows and enforces all rules and policies of the Club.
4. Conducts weekly or, as needed, department meetings with staff to disseminate information, discuss solutions, etc. (Includes pre shift meetings)
5. Maintains a high level of member contact throughout service hours.
6. Handles all member and guest complaints in a professional manner and according to established policies, and forwards all information to the Clubhouse Manager.
7. Assists in developing and maintaining of an operating budget for assigned departments.
8. Revises scheduled service staff according to the flow of business as well as the ability to produce a work schedule that fits with budgeted standards.
9. Coordinates the orientation of all new employees in assigned departments with Director of Human Resources.
10. Maintains an accurate account of each employee under his/her supervision.
11. Oversees the completion of all paperwork on a daily basis.
12. Participates as an active member of the management staff in improving the service and operation of the Club.
13. Researches and develops, then assists, with the implementation of marketing and sales promotion activities for all departments under his/her supervision
14. Continually develops training policies and procedures for all departments and reassess all department needs.
15. Acts as Manager on Duty in the absence of the GM or Clubhouse Manager.
16. Assists in developing wine lists and beverage promotions. Has knowledge of wines and the ability to train staff in this field.
17. Develops creative ways of promoting Club functions in the member dining areas and banquet outlets.
18. Maintains appearance, upkeep and cleanliness of all F&B and Clubhouse equipment and facilities
19. Audits and approves weekly departmental payroll.
20. Maintains current certifications in CPR/AED and TIPS.
21. Maintains active involvement in CMAA or continuing education in field related classes.
22. Oversees the F&B department in effectively executing banquets, clubhouse dining, outside hospitality services, and Member Events.
23. Delegates responsibilities for meeting and banquet set-ups, as well as coordinating private functions with the Director of Catering.
24. Practices "Team Work."
25. Maintains reports for the Clubhouse Manager on all service item and departmental inventories on a monthly basis.
26. Maintains a well-groomed appearance at all times.
27. Maintains knowledge of role during emergency situations. Aware of fire and life safety procedures.
28. Maintains knowledge of POS system and is able to train employees on all aspects of system.
29. Maintains positive attitude with all staff and members. Avoids all negative comments.
30. Has the ability to lead staff through all service styles and different volumes.

31. Displays a sense of urgency with all tasks; sets an example for the staff. Punctual and prepared before staff arrivals.
32. Ensures all billing for catered, banquet, and member event functions is accurate and timely. Verifies the accuracy of all charges and ensures all information is received in a timely fashion to properly bill function. Delivers detailed billing to accounting department on a daily basis for posting and review.
33. Performs other duties as assigned by Clubhouse Manager.

### **Education/Knowledge Required**

- 4 years Hospitality Degree is preferred
- 5+ years of food and beverage supervisory experience in a premier level private club or upscale restaurant, resort or hotel
- High level of interpersonal skills to communicate policies, procedures and objectives
- Professional references required

### **Skills/Abilities Required**

- Initiative, creativity and self-motivation as well as discipline
- Ability to motivate others and manage financial and human resources effectively and responsibly to achieve established goals and objectives
- High level of professionalism and integrity as befitting a member of management
- Self-accountability and emotional awareness
- Frequent bending, stooping, pulling, lifting
- Continuous standing, walking, repetitive actions for extended periods of time; Occasional sitting
- Heat sensitive environment
- Able to operate standard office equipment including computer; Above average proficiency with Microsoft Office: Excel, Word and Outlook.
- Ability to quickly and proficiently learn new POS systems and software.
- Must be able to exercise good judgment under pressure
- Have a high level of interpersonal and organizational skills

All employees must maintain a neat, clean and well-groomed appearance per company standards. Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the club. Upon employment, all employees are required to fully comply with Druid Hills Golf Clubs rules and regulations. This job posting is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. Druid Hills Golf Club is an equal opportunity employer and drug free work place. Pre-employment Criminal Background Checks and professional Reference Checks are required.

Benefits include comprehensive health insurance coverage, 401k, complimentary employee meals and golf privileges, parking, social events, and opportunities for professional development.

We offer a competitive full-time, salary position commensurate to experience

To apply: Send resume and cover letter to: [kapel@dhgc.org](mailto:kapel@dhgc.org)