



Food and Beverage Manager

Reports To:	Food and Beverage Director
Department:	Food and Beverage
FLSA Status:	Exempt, Full-time

Benefits

- 401(k)
- 401(k) matching
- Clothing/Uniform Allowance
- Dental Insurance
- Health Insurance
- Holidays
- Sick Leave
- Vacation
- Long & Short Term Disability, Group Life, Voluntary Life, Flex Spending Account, Critical Illness, Accident Insurance
- Dining Allowance
- Bonus Potential

Job Summary

The food and beverage manager ensures that the service outlet to which this person is assigned functions properly every day. The Food and Beverage Manager is responsible for the daily operation of the three main dining rooms of the club, The Pub, Chester's, and The Landing, including department logistics, area cleanliness, staff supervision and inventory control. The Food and Beverage Manager reports directly to the Food and Beverage Director.

Tasks

- Manages the assigned service outlet to ensure proper area preparation, including room ambience, set-up of tables, chairs, table settings, glassware, etc.
- Advises management on staffing needs.
- Confirms that all service staff are in proper uniform and adhere to ECC appearance standards.
- Maintain consistency of service by being aware of and prepared for all course events, large parties and reservations that may affect food and beverage service operations.

- Ensures service staff have completed their opening/closing duties.
- Maintains and improves formal and informal training processes.
- Assists in the training of staff in all technical and non-technical aspects of their role including Club standards of quality and service (staff includes Wait Assistants, Hosts, Servers, Bartenders, etc.)
- Assists in the evaluation of performance and helps to enforce disciplinary action as needed, in accordance with ECC policies and applicable laws.
- Protects Club, members, and guests by training staff in and adhering to all safety, sanitation, food preparation, food storage and alcohol beverage control policies including confirming legal drinking age and discontinuing service to intoxicated guests.
- Monitors service staff to ensure that they are providing superior service to all members and guests.
- Assists area managers in creating and distributing weekly schedules for staff.
- Maintains accurate daily and weekly punch details for service staff – Paylocity timecard approvals completed thoroughly and in a timely manner.
- Communicates with service and culinary staff regarding upcoming member needs and collaborates with other areas (i.e., Banquets, Beverage Services, Guest Services, Culinary, etc.) to create, promote, advertise & execute club events.
- Conducts pre-shift, pre-meal and/or pre-event meetings with all necessary staff in the absence of the area manager.
- During service visits all tables to ensure member needs are being met, takes time to recognize and resolves member complaints and concerns.
- Acts as the MOD when all other management staff has departed for the evening and supervises any remaining staff in the Clubhouse. Works with remaining staff to complete tasks in an effective and efficient manner.
- Opens and closes dining room and/or Clubhouse on a regular basis. Responsible for ensuring Club is secure upon departure and that all lights, equipment, doors, etc. are turned off or locked. Thoroughly completes service notes and closing walk-through.
- Controls costs of all food and beverage outlets by assisting management, as requested, in purchasing, maintaining effective profit and loss controls, and monitoring labor costs following demand patterns, budget and local labor laws.
- Assists in month-end food and beverage inventory procedures.
- Maximizes food and beverage sales by identifying and targeting sales opportunities through marketing including promotions and special events and by training staff on “up-selling.”

- Ensures a pleasant dining experience in all outlets by collaborating with Culinary Team in the creation of menus and menu pricing as requested along with input on beverage menu offerings.
- Completes a responsible beverage service alcohol awareness certification at least once every three years.
- Maintains a Serve-Safe certification.
- Completes proper training through the ECC employee portal.
- Primary duty is management and coordination; however, person will be required to fill in as a Server, Bartender, and Culinary etc. to relieve/back-up staff during peak periods or when short staffed.
- Works with and supervises the F/B Interns and F/B Supervisors.
- Attends and participates in weekly staff meetings as requested.
- Implements and supports all ECC initiatives and programs requested by management.
- Teams with other ECC departments to ensure exemplary customer service and adherence to policies and procedures.
- Maintains knowledge of other Clubs and industry trends.
- Other duties as assigned.
- Meets with F/B Director to discuss personal development plan to build managerial skills.
- Other duties as assigned.

Job Requirements

- Some of the time is spent outdoors and position is subject to normal variations in weather, including high exposure to sunlight.
- Tasks involve regular and at times, sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling and that may involve lifting, carrying, pushing and/or pulling of moderately heavy objects and materials (20-50 lbs.)
- Some tasks require the ability to perceive and discriminate depths. Some tasks require visual perception and discrimination. Some tasks require oral communications ability.
- Tasks risk exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, toxic agents/chemicals, vibrations, bright/dim light, sun, exposure, and temperature extremes.
- Visual and auditory ability to identify and respond to environmental and other pool related hazards.

- Ability to observe youth behavior to assess appropriateness, enforce safety regulations and emergency procedures and provide guidance and discipline.
- Maintains a professional appearance appropriate to position and as per club policy.
- Ability to climb on step stool or ladder to complete elements of the job or facilitate maintenance issues.
- Bend, lean and stoop without hinderance.
- Fine motor skills.
- Ability to prioritize, anticipate situations and take quick action.
- Ability to manage multiple projects and recommend/implement effective solutions.
- Demonstrated commitment to customer service.
- Excellent problem solving/decision making skills.
- Ability to work independently and proactively in a fast-paced environment.

Qualifications

Years of Experience: 5 years plus 2 years of supervisory/management experience

Education: 4 Year degree preferred or work experience equivalent

Degree or Formal Training:

- A minimum of 2 years supervisory or management experience in the food and beverage industry required, preferably in a hospitality/service industry required. Club experience preferred.
- A minimum of 5 years of progressive responsibility in the food and beverage industry required, preferably in a gold/club/hospitality/service industry required.
- Four-year college degree or equivalent experience is preferred.
- High school diploma or equivalent is required.
- Thorough and practical knowledge of food and beverage operations.
- Experience in resolving customer issues/complaints as well as excellent customer service required.
- Proficient in computer software including restaurant POS systems like Restaurant Manager, Excel, Microsoft Office, etc.