

Golden Valley Golf and Country Club

Position Title: Food and Beverage Manager

Department: Food and Beverage

Reports to: Food and Beverage Director

Direct Reports: 25-40 regular and seasonal staff

Status: Full Time

Exempt/Non-Exempt: Exempt

Date: March 2015

Summary: The Food and Beverage Manager is responsible for ensuring outstanding member dining and banquet operation experiences. They are expected to provide leadership, strategic direction, and ensure that service is focused on exceeding member and guest expectation which align with the Club's service goals and initiatives. The Food and Beverage Manager must demonstrate strong leadership skills, financial acumen and keen operational ability. They are responsible for hiring and managing staff, all food service, dining, and catering operations. Golden Valley Golf and Country Club is dedicated to hiring outstanding individuals who share our passion. Our staff and their commitment to customer service are what set us apart.

Job Knowledge, Core Competencies and Expectations

Leadership

- Assist with the planning, organizing, directing and coordination of food and beverage operations in banquets, restaurant, bars, and, golf & pool concession areas within budget and to the highest standards
- Provide solid leadership and guidance to team members through open communication, professional development, coaching, and delivering timely and meaningful feedback and recognition
- Ability to resolve conflict quickly and effectively, strong decision making skills, and ability to think outside the box
- Oversee wine and liquor program
- Assist the Food and Beverage Director and Sales and Marketing Director in the development of unique and compelling member events and programs
- Other duties as assigned or apparent

Sales, Marketing and Financial

- Assist with monitoring the annual operating budgets, revenue goals, and operational expenses for member dining and catering
- Train team members on up-selling and cross-selling techniques as well as promoting club events and activities. Set and monitor weekly sales targets with team members
- Develop wine lists and promote wine strategies and events
- Create and develop relationships with external suppliers to ensure the highest quality products with the highest financial return
- Identify opportunities to increase profits and create value by reviewing existing processes, encouraging innovation, and driving necessary change
- Execute inventory controls and calculations for monthly analysis and reconciliation. Identifies opportunities to control food and beverage costs

Personnel Management and Service Excellence

- Develop comprehensive staff training programs
- Responsible for developing, implementing, and administering policies relating to all phases of service excellence and customer relations. Evaluating programs, practices, services, techniques and procedures for continued effectiveness
- Establish and open communication system with staff to encourage growth and development of all employees
- Maintain F&B Manual which reflects the Club's service standards
- Train, inspire, develop, empower, and provide solid leadership and guidance to team members through open communication, professional development, coaching, and delivering timely and meaningful feedback and recognition

Member/Guest Experiences

- Responsible for administering Service Excellence policies relating to all phases of customer relations. Deliver Service Excellence through evaluating and assessing satisfaction through personal interactions and making improvements accordingly
- Responsible for developing, implementing, and administering policies relating to all phases of Service Excellence and customer relations. Evaluating programs, practices, services, techniques and procedures for continued effectiveness
- Promote an atmosphere of service excellence through building relationships and responding to complaints or concerns professionally and in a timely manner

Operations and Compliance

- Train and maintain compliance with department procedures and state and federal regulations with health, food, alcohol, safety, and clubhouse service expectations
- Maintain the Club's standards and procedures
- Ensure seasonal team members are current with all club policies and standard operating procedures
- Review and approve orders, invoices, and payroll
- Partner with Human Resources to ensure compliance with state and federal employment laws

Physical Requirements

- While performing the essential functions of this job, the employee is regularly required to stand and walk for extended periods of time, use hands and fingers, reach, climb, balance, stoop, kneel, crouch, and lift and/or move up to 50 pounds
- There is a potential for exposure to fumes from related equipment, airborne particles such as dust, toxic or caustic substances such as cleaning/maintenance supplies, and varying outside weather/temperature conditions

The above statements (duties and responsibilities, experience/skills and physical demands) are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list that may be of required of team members so classified.

Interested, qualified individuals should eMail a cover letter and resume to Tom Schoenberger, Food and Beverage Director, Golden Valley Country Club at tschoenberger@goldenvalleycountryclub.com