



## Dining & Service Manager

North Oaks Golf Club is looking for a passionate and dynamic leader to join our Food & Beverage team. At North Oaks Golf Club, you will be supported by a team of department leaders in growing and directing a successful front-of-house operation and team. In this position you will be trained to manage our food & beverage operation while becoming more familiar with our membership.

This opportunity serves as an incredible career advancement opportunity within a very well-regarded and prestigious private country club in a beautiful community just outside the Twin Cities. The ideal candidate will have a minimum of three-five years of related hospitality experience with at least two of those in a managerial role. Having substantial private club experience is highly desired as is having demonstrated leadership skills. Successful candidates will have experience and proven ability to effectively lead, communicate, and execute at the highest level. This candidate will also have a critical eye for detail and an engaging, friendly, and energetic personal style and level of congeniality that allows him/her to be well received and accessible by the membership and the team.

At North Oaks Golf Club, we pride ourselves on offering a competitive compensation package. Starting salary range is \$50,000-\$53,000 based upon experience. We also offer a 12% service gratuity for tables served where applicable.

### Benefits

- 401(k) Plan with club provided match on first 3% of salary and 50% match on 4th and 5<sup>th</sup> salary percentage after one year of service.
- Medical, Dental, Life Insurance and Long and Short Term-Disability Benefits
- Paid Holidays, Paid Time off (PTO) and Personal Leave
- Continuing Education Opportunities, plus a \$500 Clothing Allowance
- End of Year Bonus of 3-8% of your annual salary based on performance
- Club closure on Thanksgiving, Christmas Eve, Christmas Day, and New Year's Day
- Complimentary meals while working
- Golf and tennis privileges on select days & discounts in the Golf Shop

NOGC's mission is to foster lifelong friendships and a sense of community by serving the needs and desires of our membership through golf, dining, and social activities in a family-focused atmosphere. Our club is growing and as a food and beverage manager, you'll get to work with a team that delivers exceptional experiences every day. You'll also enhance the days of our members who consider NOGC their home away from home. We're only as good as our people, so if you have a knack for brightening people's day; you belong here.

## **Leadership & Teamwork**

- Commit daily to create a supportive environment that focuses on staff productivity, consistent high-quality service and other NOGC standards.
- Will serve as the leader, coordinator, and on-site manager for NOGC food & beverage events such as special member dining functions, weddings, outside charity events and holiday parties.
- Assume an active role in the hiring, training, coaching and development of the clubhouse staff.
- Serve as a role model to show appropriate behaviors while creating a continuous teaching environment focused on timeliness, productivity, proper service, and other standards.
- Collaborate with the Assistant General Manager, other Food & Beverage Managers, and lead waitstaff to develop, implement, enforce, and evaluate the service training program on a regular basis.
- Attend regular department manager meetings

## **Day to day responsibilities**

- Ensure that members are always receiving an exceptional dining experience.
- Support service team with set-up, execution, and breakdown of daily member experiences in member dining outlets and banquet events.
- Watching the quality of service on the floor and assist where needed.
- Prepare shift closing reports
- Keep an elevated level of visibility and accessibility to membership and guests during peak times and events.
- Plan, implement and support processes that will enhance the services, procedures, team dynamic and overall members satisfaction.
- Own a positive attitude and can work with a variety of people and in cooperation with coworkers efficiently and effectively.
- Oversee the beverage program management along with other Food & Beverage Managers as well as the lead bartenders.
- Collaborate with the Head Chef on menu changes, ideas, and concepts for the food.

## **Our Core Values - Leadership Attributes**

- Family & Friendship – Creating camaraderie and memories amongst family and friends is at the heart of everything we do.
- Excellence – We strive to be the absolute best we can be in everything we do. We maintain the highest standard of quality.
- Engagement – We engage our members by offering a diverse array of golf and social experiences. We inform and involve our members in what is happening at their club.

- Integrity – We engender trust and respect, acting ethically and encouraging open and honest communication.
- Service– We go to extraordinary lengths to create memorable experiences for our members and their guests.
- Community– We commit ourselves to being good stewards of the community and environment while being inclusive and welcoming to all.
- Fiscal Responsibility– We meet the needs of our membership by providing excellent value in a fiscally responsible manner.

## **Availability**

- Flexible availability depending upon the season and club functions

## **Applications**

Please send resumes to:

Patrick Markley, PGA

General Manager

North Oaks Golf Club

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