***Food and Beverage Manager***

**Ozaukee Country Club** seeks an energetic and attentive Food and Beverage Manager. The ultimate fit is a professional able to share their previous or current successes in a private golf club setting as the leader of the front of the house operations. As **Ozaukee Country Club** approaches its centennial year, we strive to achieve an ever-increasing level of excellence. If you have a hands-on mentality and spend more time on the floor than behind your desk, if you have an infectious positive outlook, a sense of urgency in setting priorities, and an eye for detail, we are eager to meet with you.

***Ozaukee Country Club*** *is a private, member-owned club established in 1922 which serves over 350 member families from the northern Milwaukee area. It is known for its challenging, well maintained golf course, busy dining facilities, beautiful grounds, and outstanding service. OCC is a family-oriented club, with strong youth programs including junior golf, swim team, Kidz Klub and Kamp Oz.*

Interested candidates will need to possess the following traits/experience to be successful:

* A passion for providing hospitality and an understanding of the challenges that come with the industry as it pertains to the unique environment of a private club
* A results-driven work ethic centered on team cooperation, clear communication (both verbal and written), and trustworthiness
* A previous history of successful execution of club functions:
  + Member ala carte dining
  + Special club social and dining functions
  + Golf events
  + Member and Member-sponsored banquets and meetings of all sizes
* A focus on well-honed methods to ensure immediate attention is granted to all members/guests as well as prompt resolution to any negative perceptions or circumstances
* An aptitude to lead by example and personally direct the staff throughout all banquets and member functions to provide impeccable experiences for all those in attendance
* A willingness to work in cooperation with the events director to
  + Provide accurate room set ups and advance preparations for all functions
  + Orchestrate the event details as they are outlined on the function sheets
  + Facilitate accurate billing by submitting complete information to the events director immediately following each event
  + Ensure event record-keeping and action plans for future improvement by completing a manager’s report form for each function
* A proven ability to recruit, hire, manage, and discipline employee personnel
* A skill set to implement in-depth training of servers, beverage personnel, and seasonal staff to consistently create amazing member/guest experiences
  + Communicate and enforce strict uniform standards
  + Instill proper traditional service standards and techniques
  + Know and teach effective use of point of sales system (Jonas)
  + Foster personal interaction between staff and members/guests through use of their name, engaging in appropriate conversational opportunities and suggestive selling of products, services, or upcoming club events
  + Model and inspire proactive behavior
* A keen ability to delegate the appropriate tasks and manage staff workloads
* A proactive approach to staff scheduling by assigning enough personnel to maintain service standards but downsizing when appropriate to remain within labor budgets.
* A proficiency in addressing all aspects of the beverage operations
  + Train bar personnel in drink production principles and practices and ensure that all recipes and drink production practices are followed
  + Maintain effective cost and control pours behind all bars to meet profit goals
  + Organization and inventory of liquor, beer, wine, and soda at all points of service at the club: the main bar, the men’s lounge bar, the terrace bar, the turn, the pool pavilion, and beverage carts
  + Monitor the cleanliness of all points of beverage service and ensure that the strictest of sanitation principles are practiced
  + Create unique signature cocktail promotions for member dining and/or custom cocktails for events.
  + Establish purchasing specifications, establish pars of all beverages, product storage, standardized drink recipes, pricing, and waste control procedures
* A comprehensive knowledge of wine and the ability to organize and maintain an interesting and diverse wine program
  + Establish good working relationships with wine vendors
  + Seek out quality wineries and spearhead engaging wine dinners and events in conjunction with the executive chef and events director
  + Facilitate seasonal and “pop-up” wine tasting and sales events for the members
  + Provide detailed training to servers and bar personnel in wine knowledge, etiquette, and service
  + Participate in effective sales and inventory procedures
  + Attend to special wine requests and needs of events or individual members
* A dedication to active engagement with fellow department heads and managers
  + Work under the direction of the CFO to establish a yearly budget
    - Remain accountable on a monthly and yearly basis for working within the set budget for sales, labor, and expenses within food and beverage categories
  + Attend weekly department head meeting (typically on Wednesday mornings)
  + Attend weekly food and beverage managers’ meeting (typically on Thursday afternoons)
  + Build teamwork with the dining room manager to provide effective coverage for all member dining elements as well as banquet service and set up
  + Work with all management staff on producing special events by maintaining close surveillance of guests, staff, and timing of all details
  + Consistently create open communication and cooperation with the department heads and managers of departments outside of food and beverage such as the grounds superintendent, the maintenance professionals, the golf professionals, the youth services director, and the aquatics director.
* A professional ability to execute managerial responsibilities thoroughly
  + Composure to address medical emergencies, accidents, or any threatening situation involving weather or safety concerns
  + Discretion in appropriately addressing personnel complaints or issues
  + Securing the building when closing at night

Please send resumes to Chef Darwing Cruz at [chef@ozaukeecc.com](mailto:chef@ozaukeecc.com)