



JOB TITLE: Front of House Manager

JOB DESCRIPTION

DEPARTMENT: Food and Beverage

REPORTS TO: Assistant General Manager

JOB CLASS: Exempt

DATE: 03/2023

JOB SUMMARY

Sutton Bay Front of House Manager, responsible for delivering luxury hospitality services in multiple venues with an active management style conducive to executing memorable and high-quality experiences for our members and their guests. Wine and beverage experience is required with a focus on service and working seamlessly alongside the culinary team.

ESSENTIAL JOB FUNCTIONS

The essential functions include, but are not limited to the following:

1. Recruit, train, schedule, and develop the Front of House team including cross training with other departments as necessary.
2. Preserve and model excellent authentic hospitality service to both the internal team and external members/guests.
3. Ensure that Front of House and Back of House best practices and mutual respect is developed.
4. Anticipate guests' needs and respond proactively and promptly to all their requests and concerns.
5. Maintain the cleanliness daily and at closing: bar, dining room, patios, and other member/facing spaces as necessary, F&B/shared storage areas. Ensure that standards meet health code regulations.
6. Lead in coordination of private and club events, BEO planning, set up and breakdown of meetings and catered events.
7. Maintain proper inventory levels for all beverages, bar sundries and snacks in the clubhouse, halfway house, and hunting lodge.
8. Provide beverage management including: ordering, monthly inventories and reconciliation, cost of goods sold, seasonal opening and closings of the bar, member wine, monitoring best-by and expiration dating.
9. Provide a two-way communication and nurture an ownership environment with emphasis in motivation and teamwork.
10. Contribute to employee and member communications, including newsletters, social media, and other channels as requested.
11. Oversee seasonal server and hospitality H2B recruitment, on-boarding and ongoing support in coordination with the Business Manager.
12. Ensure staff is trained on safe serve alcohol serving protocols and other safety training initiatives.
13. Serve as a Manager on Duty, supporting other departments as requested.
14. Utilize, learn, and train systems of the organization including: Jonas, Mobile POS, Cellar Tracker, Certipay, TimeCo, and a variety of communication platforms.

KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

1. Ability to deliver and train a high level of customer service and strives to anticipate needs.
2. Good oral and interpersonal communication skills.
3. Extensive wine and beverage experience with a desire to train others and learn more.
4. Understanding of safe food and beverage handling procedures and process.
5. Willingness to do what needs to be done to support the team's success.
6. High level attention to detail and presentation.
7. Good organizational skills to be utilized with workspace, schedules, and inventory.
8. Problem solving skills are important for dealing with employee conflict, upset customers and wrong stock orders.

CONFIDENTIAL INFORMATION

None

SUPERVISORY RESPONSIBILITIES

Front of House team members

Manager on Duty

EDUCATION AND EXPERIENCE

1. Associates or B.S. degree and/or equivalent work experience
2. 2 years of previous experience as Front of House Manager or highly skilled in hospitality services
3. Experience working at high-end restaurant, hotel, or private club

COMPENSATION and BENEFITS

This is a full-time salaried position with a complete benefits package, including:

- Flexible schedule and paid during the off-season
- Health, Dental, and Vision Insurance per Sutton Bay's Benefits Package
- Education and Training
- Annual Clothing Allowance
- 401(k) with employer matching contributions per Sutton Bay's Benefits Package
- Compensation package to include salary commensurate with qualifications and experience and to include an annual bonus

PHYSICAL REQUIREMENTS Seeing and hearing: read documents, computer screen, answer phones, communicate in person	25-75%
Standing and walking	50-75%
Climbing, stooping, squatting, and kneeling	0-24%
Dexterity: utilizing phone, typing, and writing	0-24%
Lift more than 50 pounds	0-24%

CONTACT:

Please email all inquiries, cover letters and resumes to:

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GENERAL INQUIRIES:

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