



Food & Beverage Manager

West Bend Country Club is seeking a Food & Beverage Manager that will oversee all food and beverage service for the Club in addition to directly supervising all food and beverage staff including service staff and beverage cart staff. This individual will also plan and implement budgets, hire, and train all subordinates. Make active recommendations to the F&B operations underperforming/problem areas. Manage beverage cost control, budgeting & forecasting, labor planning & other various cost control. Execute, coordinate and oversee training, internal marketing, operating policies & procedures, quality measurement & control, purchasing, receiving, inventory control, and menu planning & pricing with appropriate peers. Stay current on industry trends in craft beers, specialty cocktails, wine, and N/A beverages and have a working knowledge of food menu industry trends

I. Position

Food & Beverage Manager

II. Job Summary

Responsible for all food and beverage service for the club. Directly supervises the Beverage Manager and managers of all other outlets including The Turn and beverage cart. Plans and implements budgets, hires, trains and supervises subordinates and applies relevant marketing principles to assure that the wants and needs of club members and guests are consistently exceeded.

III. Job Tasks (Duties)

1. Develops an operating budget for each of the department's revenue outlets; after approval, monitors and takes corrective action as necessary to assure that the budget's sales and cost goals are attained
2. Assures that effective orientation and training for new staff and professional development activities for experienced staff are implemented
3. Inspects to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met.
4. Assures that all standard operating procedures for sales and cost control are in place and consistently utilized
5. Helps plan and approve external and internal marketing and sales promotion activities for the food operation
6. Helps plan and approve the organizational chart, staffing and scheduling procedures and job descriptions/specifications for all department staff
7. Manages the long-range staffing needs of the department
8. Establishes quantity and quality output standards for personnel in all positions within the department
9. Ensures that all legal requirements are consistently adhered to, including wage and hour and federal, state and/or local laws pertaining to alcoholic beverages
10. Coordinates room set ups to include all banquet event orders and ala carte dining
11. Researches new products and develops an analysis of the cost/profit benefits
12. Maintains documentation of food and beverage personnel records
13. Implements policies and procedures for food and beverage service departments
14. Monitors the ordering and receiving program for products and supplies to ensure proper quantity and price on all purchases
15. Diagrams buffet tables, guest tables and other function room set up needs for special events
16. Hold pre-function meetings with servers to ensure smooth, efficient service; assigns service stations and coordinates the timing of courses
17. Greets guests and oversees actual service on a routine, random basis
18. Helps develop wine lists and bottle/glass wine sales promotion programs
19. Develops on-going training programs for food service and bar production/service personnel
20. Continually works to ensure correct handling procedures to minimize china and glassware breakage and food waste
21. Personally handles selected member and guest complaints and advises the Club Manager about appropriate

corrective actions taken

22. Develops interesting ways of promoting club functions in the dining room and private rooms
23. Maintains responsibility for sales, expenses and profit goals as outlined in the Food and Beverage Department's operating plans/budgets
24. Serves as an ad-hoc member of appropriate club committees
25. Assists in planning and implementing of procedures for special club events and banquet functions

IV. Qualifications:

1. College degree preferred but not required
2. 4-6+ years of experience in a food and beverage management capacity, preferably in the golf and or hospitality Industry
3. Experience and capability in the areas of fiscal management and strategic planning
4. Demonstrates quality written, verbal, and interpersonal communication skills
5. ServSafe Certified
6. Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision; work flexible hours as required including nights/weekends and holidays
7. Positive attitude, professional manner and appearance in all situations.

V. Reports to

Club Manager

VI. Supervises

Beverage Manager,, Events Coordinator, Dining Room Staff and Turn Supervisor

VII. Compensation and Benefits:

Salary commensurate with experience

Benefits include: Health Insurance, LTD, STD, Life/401K/PTO benefits
CMAA National and Local Membership

Interested and qualified applicants should submit their resume and cover letter to:

Jason C. Wedl

Club Manager – West Bend Country Club

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