

## HARLAN GOLF AND COUNTRY CLUB

### **JOB DESCRIPTION FOR:**

***Food & Beverage Manager***

**Reports To: Board of Directors**

**Department: Food & Beverage**

**FLSA Status: Exempt – Salary**

**Revised: July 2020**

### **Job Summary:**

The Food & Beverage Manager is responsible for leading the food and beverage service staff in facilities to include the Dining Room, Patio, Lounge, Banquet Area and Beverage Cart. Responsible for ensuring the highest level of member service by overseeing all aspects of service and service staff during operating hours, while working in a clean and safe environment, and meeting all financial goals for sales and expenses.

### **Essential Duties & Responsibilities:**

- Manages service aspects in all golf, food and beverage assigned areas and events, and acknowledges, greets and thanks all members and guests.
- Manager will work a minimum of 45 hours per week and may be required to work additional hours depending on staffing, events and the needs of the Clubhouse.
- Manages dining room, lounge, Banquet Area and Beverage Cart to ensure proper room preparation, including set-up of tables, chairs, linens, table settings, glassware, etc.
- Hires, manages and trains staff in all technical and non-technical aspects of their role including Club standards of quality and service
- Creates, maintains and distributes weekly schedules for staff and communicates changes as appropriate to all
- Completes Staff Payroll on a bi-weekly basis
- Communicates with service and kitchen staff regarding reservations and/or special events
- Conducts pre-shift, pre-meal and/or pre-event meetings with all necessary staff
- Evaluates and supervises performance and carries out disciplinary action as needed, in accordance with the Club's policies and applicable laws
- Make rounds of all food and beverage outlets to ensure member/guest needs are met
- Responsible for employee relation issues
- Completes and administers employee performance appraisals
- Conducts monthly beverage inventories
- Opens and closes Clubhouse on a regular basis. Responsible for ensuring Club is secure upon departure and that all lights, equipment, doors, etc. are turned off or locked, including carts and cart sheds

- Controls costs of all food and beverage outlets by assisting the Board, as requested, in purchasing, maintaining effective profit and loss controls and monitoring labor costs following demand patterns, budget and local labor laws
- Maximizes food and beverage sales by identifying and targeting sales opportunities through marketing including promotions and special events and utilizes social media and website in efforts to keep members informed of club happenings
- Protects Club, members and guests by training staff in and adhering to all safety, sanitation, food preparation, food storage and alcohol beverage control policies including confirming legal drinking age and discontinuing service to intoxicated guests
- Maintains member and guest satisfaction by handling inquiries, concerns or comments and providing solutions; acquiring feedback from members/guests and co-workers in order to ensure satisfaction and/or implement service improvement ideas; developing new concepts to ensure customer satisfaction and repeat business
- Maintain consistency of service by being aware of and prepared for all course events, large parties and reservations that may affect food and beverage service operations
- Ensures a pleasant dining experience in all outlets by collaborating with Lead Chef in the creation of menus and menu pricing as requested

**Additional Duties & Responsibilities:**

- Primary duty is management and leadership, however will be required to fill in as a Server, Host, Wait Assistant, Bartender, etc. to relieve/back-up staff during peak periods or when short staffed
- Attends and participates in monthly Board meetings
- Implements and supports all Club initiatives and programs and requested by Board of Directors
- Teams with other Club departments to ensure exemplary customer service and adherence to policies and procedures
- Maintains knowledge of other Clubs and industry trends

**Minimum Education, Experience & Other Skills:**

- Associates Degree or equivalent experience required
- ServSafe Certificate
- A minimum of 4 years of progressive responsibility in food and beverage industry required
- A minimum of 2 years of personnel management, preferably in a club/golf/hospitality/service industry required
- Experience in resolving customer issues/complaints as well as overall excellent customer service required
- Knowledge and experience in Golf and Private membership environment
- Proficient in computer software including POS, Microsoft Word, Excel and Quick Books
- Solid time management, organization and prioritization skills
- Proven ability to effectively build and foster a team environment

- Ability to make decisions in a fast-paced environment
- Must be of legal age to service alcoholic beverages
- Ability to effectively communicate verbally and non-verbally with others
- Ability to work with all personality types even in adverse situations
- Ability to prioritize, anticipate situations, and take quick action
- Ability to manage multiple projects and recommend/implement effective solutions
- Demonstrated commitment to customer service
- Excellent problem solving/decision making skills
- Ability to work independently and proactively in a fast-paced environment

**Mental & Physical Requirements:**

- Ability to lift at 25 – 50 pounds
- While performing the duties of the job, the employee may be required to walk or stand for long periods of time
- Maintains a professional appearance appropriate to position and as per Club policy

**Notes:**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. Management reserves the right to change, rescind, add, or delete the functions of this position at any time